

Jorge Martínez López

Service Delivery Manager

Experience

Professional Experience

- 2019–present **Customer Program Manager / Service Delivery Manager**, *Cisco*, United Kingdom
- Support the collaboration and data centre technology platforms of a large global financial institution.
 - Work with the Solutions Architects, customer success, account team, and the customer on creating and updating strategic technology roadmaps, sales account plan, and customer success plan.
 - Coordinate the delivery of the strategy, design, lifecycle, release management, and testing management contractual deliverables.
 - Advise the customer on the best engagement model to achieve their desired outcomes.
 - Make staffing recommendations to delivery teams. Coach engineers and support their career development.
 - Lead Monthly Platform Service Reviews, contribute and present in QBRs.
- 2013–2018 **High Touch Operations Manager**, *Cisco*, United Kingdom
- Delivered premium high-touch technical support services to multiple platforms for a strategic global service provider, ensuring timely resolution of critical incidents.
 - Led service improvement initiatives that resulted in hundreds of thousands of dollars in cost savings for both the customer and Cisco, and a higher quality service delivery.
 - Promoted to team lead after two years in the job.
- 2009–2012 **Technical Project Manager**, *Nokia (former Alcatel-Lucent)*, the Netherlands
- Consultant in the Global Customer Delivery team in the Benelux.
- System Integrator Lead / Technical Project Manager for three large projects in the IMS Solution Integration Office for a large Dutch service provider. Led pre-sales support by providing requirements definition and commercial offers.
 - ITIL Processes and OSS Tool specialist consultant in a managed services project for a Belgian mobile operator.

Volunteer Experience

- 2020–present **Event Volunteer and Photographer**, *Lewisham Family Cycling Library*
- Showcase cargo e-bike to local families as an alternative to a car.
- 2019–present **Active Travel Campaigner**, *London Cycling Campaign*, *Lewisham Cyclists*
- Engage with local politicians and developers to improve walking and cycling infrastructure.

London – United Kingdom

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- 2004–2007 **Various local and international roles, including Spain's VP, Erasmus Student Network**
Advised universities on international exchange programmes and represented the Spanish network at international events (including at the EU parliament).

Education and Training

Certifications

- 2021 **Cisco Certified DevNet Associate (lapsed)**, Cisco
2019 **ITIL® 4 Foundation Certificate in IT Service Management**, AXELOS Global Best Practice
2019 **Mental Health First Aid**, Mental Health First Aid (MHFA) England
2015 **Emergency First Aid at Work and Automated External Defibrillation**, Cisco
2009 **Foundation Certificate in Software Testing (ISTQB)**, BCS Professional Certification

Professional trainings

- 2017 **AWS Technical Essentials**, Amazon Web Services

Degrees

- 2008 **M.Sc. in Telematics**, University of Twente, Enschede, the Netherlands
Thesis in “Dynamic Service Composition in an Innovative Communication Environment”.
“Bonsai” Study Tour to Japan in February 2008, topic “Smart Surroundings”.
2008 **Master of Telecommunications Engineering**, Universidad Carlos III de Madrid, Madrid, Spain
Socrates/Erasmus student exchange program at the University of Twente from September 2003 to March 2004.

Languages

- Spanish Native
English Bilingual proficiency
Dutch Professional working proficiency


Interests

- Cycling Cycling to work and leisure road cycling.
Photography Capturing memories of London and travel destinations to express my creativity.

Additional information

Latest version of this résumé available at <https://github.com/jorgeml/resume/blob/main/resume.pdf>.

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