

Jorge Martínez López

Telecom Professional

Experience

2009–2012 **Technical Project Manager**, *Alcatel-Lucent*, The Netherlands.

Three years experience as a consultant in the Global Customer Delivery team in the Benelux.
Detailed achievements:

- During the last year was System Integrator Lead for three large projects in the IMS Solution Integration Office for a large Dutch wire-line operator:
 - Supervised a Technical Project Manager in each project, overseeing schedules and resource planning on all three projects and liaising with the other leads.
 - Led pre-sales support by providing requirements definition and commercial offers for the three projects. Offer definition included in-house hardware and services plus third party resources.
 - Responsible for vendor management within each project (up to 3 vendors per project), including vendor compliance, offer management and regular project activities.
 - Mentoring activities and on the job training for two new hires for almost six months.
- Previously worked two years as tool specialist consultant in a managed services project for a Belgian 2G/3G mobile operator:
 - Responsible for the Operations Support Systems (OSS) tooling (BMC Remedy ticketing, Netcool alarms) for both incident management and new requests to the service provider.
 - Involved in ITIL-based Operations and Rollout processes design, implementation and improvement.
 - Supported integration activities providing input to the project team with respect to tools and processes.
 - Responsible of the delivery and agreement with the customer of 100+ operational reports (including KPIs).
 - Contributed to the disaster recovery plan and co-authored the exit plan.

2008 **Research & Development Intern**, *Smart Signs Solutions*, The Netherlands.

Worked part-time a few months to finance a study trip to Japan.

Detailed achievements:

- Development of guest detection functionality using RFID in a smart wayfinding platform.
- Customized deployment of a Linux distribution specific for low computing power devices.
- Investigation and resolution of wireless networking issues.

2006 **Innovation Department Intern**, *Bankinter*, Madrid.

Second-line technical support of the mobile applications developed by the bank: mobile banking and stock trading.

Wrote documentation for the first-line of support team

Education

2009 **Foundation Certificate in Software Testing (ISTQB)**, *Information Systems Examinations Board (ISEB)*.

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- 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 **Telecommunications Engineering**, *Universidad Carlos III de Madrid*, Madrid, Spain.
Majoried in “Planning and Management of Telecommunications”, including management courses not specific to telecommunications, such as business administration, human resources, quality management and innovation.
Socrates/Erasmus student exchange program at the University of Twente from September 2003 to March 2004.

Master thesis

- title *Dynamic Service Composition in an Innovative Communication Environment” (EU FP6 SPICE)*
- supervisors L. Ferreira Pires, M. van Sinderen, E.M. Gonçalves da Silva
- description Dynamic Service Composition enables the creation and delivery of new customised and attentive services to the end-user upon a service request, at run-time. These new services are made by composing already existing ones.

Languages

- Spanish **Native**
- English **Full professional proficiency**
- Dutch **Professional working proficiency**

Interests

- Basketball Played at the University and at a regional league in the Netherlands.
- Free software Linux user, I contribute by reporting bugs, participating in mailing lists, etc.
- Travelling Visited many countries, mostly within Europe.
- Photography Point-and-shoot, looking forward to buy a DSLR.

Awards

- o Alcatel-Lucent’s “A Night Out” for the outstanding effort in the Belgian mobile operator project.
- o Erasmus Student Network Alumnus (Honorary life-time membership) for my contribution during a period of three years in two local sections. Participated and sometimes organized national and international events (workshops, meetings, etc.). Served as Vice-National Representative for Spain for a year.

Additional information

- o LinkedIn profile available at <http://uk.linkedin.com/in/jorgeml>
- o Latest version of this résumé available at <https://github.com/jorgeml/resume/raw/master/resume.pdf>

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