

# Jorge Martínez López

---

## Telecommunications Operations Manager

---

### Experience

#### Professional Experience

- 2013–Now **High Touch Operations Manager**, *Cisco Systems*, United Kingdom.  
Delivery of High Touch Technical Support and Global Technical Centre services to Cisco strategic customers.  
Being familiar with the customer network, organization and support history, act as the main point of contact between the Cisco organization and the customer to ensure timely resolution of critical issues. Carry out reporting, SLA calculations and trending analysis.
- 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.

London – United Kingdom

☎ +447414861067 • ✉ [jorgeml@jorgeml.me.uk](mailto:jorgeml@jorgeml.me.uk) • 🌐 [about.me/jorgeml](http://about.me/jorgeml)

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

### Volunteer Experience

- 2004–2007 **Local Section Member**, *Erasmus Student Network*.
  - Joined ESN Carlos III (Madrid, Spain) and afterwards ESN Twente (Enschede, the Netherlands) during my studies.
  - Organized local, national and international events and activities.
  - Mentored incoming international students.
  - Promoted the Socrates/Erasmus internship by providing information and advice to prospective students.
  - Collaborated with university management.
- 2006–2007 **WebTeam Member**, *Erasmus Student Network*.
  - Contributed to the development and deployment of a local section website template based on Drupal.
- 2006–2007 **Council of National Representatives, Spain's ViceNational Representative**, *Erasmus Student Network*.
  - Represented the Spanish sections at the international meetings.

---

## Education and Training

### Courses

- 2013 **Computing for Data Analysis**, *Johns Hopkins University*, Coursera.
- 2013 **An Introduction to Operations Management**, *University of Pennsylvania*, Coursera.
- 2013 **Gamification**, *University of Pennsylvania*, Coursera.
- 2013 **Think Again: How to Reason and Argue**, *Duke University*, Coursera.

### Certifications

- 2015 **Emergency First Aid at Work and Automated External Defibrillation**, *Cisco*.
- 2014 **Cisco Sales Expert**, *Cisco*.
- 2013 **ITIL Foundation Certificate in IT Service Management**, *BCS Professional Certification*.
- 2009 **Foundation Certificate in Software Testing (ISTQB)**, *BCS Professional Certification*.

### 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".

London – United Kingdom

☎ +447414861067 • ✉ jorgeml@jorgeml.me.uk • 🌐 about.me/jorgeml

2008 **Degree in Telecommunications Engineering**, *Universidad Carlos III de Madrid*, Madrid, Spain.

Majored 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

- Cisco’s “Pinnacle Award” runner-up (FY2014)
- Cisco’s “IC Recognition” award (Q1FY2014).
- Alcatel-Lucent’s “A Night Out” for the outstanding effort in the Belgian mobile operator project.
- 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...). Served as Vice-National Representative for Spain for a year.

### Additional information

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

London – United Kingdom

☎ +447414861067 • ✉ [jorgeml@jorgeml.me.uk](mailto:jorgeml@jorgeml.me.uk) • 🌐 [about.me/jorgeml](http://about.me/jorgeml)