

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**, 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**, *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/raw/master/resume.pdf>.

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