

# 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>.

London – United Kingdom

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