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|  | **Luis Marcelo**  El Casar, Spain  lmarcelo2@gmail.com • +34609141587  linkedin.com/in/luis-marcelo-7515858b  Personal Details:  **Date of Birth:** April 5th, 1968 • **Place of Birth**: Madrid•  **Nationality:** Spanish **Gender**: Male | *A person posing for the camera  Description generated with very high confidence* |

**Technology Management Professional**

*Accomplished and results-oriented professional with hands on experience managing and leading business operations, staff members, and technical processes with an aim to accomplish organisational business objectives.*

Proven success in designing and implementing effective strategies to fulfil business needs and requirements. Demonstrated expertise in streamlining operations, providing guidance to employees, ensuring compliance with regulatory standards, introducing new products, identifying business plans, and maintaining operational quality as per company’s guidelines. Expert in delivering technical solutions, resolving impending issues, and allocating resources/workload. Articulate and refined communicator with native command in Spanish and fluency over English.

Highlights of Expertise

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| * Operations & Service Management * Staff & Team Leadership * Relationship Administration * New Business Opportunities * Technical Support & Guidance | * Risk Mitigation & Assessment * Process Improvement * Regulatory Compliance * Technology Specifications * Strategic Product Planning |

**Career Experience**

Wileyfox Europe Ltd, Home based.

**SERVICE MANAGER** (2014 to 2018)

Spearheaded and supported service partners in various countries, such as Spain, Portugal, and Italy. Managed service operations, costs, logistics, staff remuneration, materials, and relations with Telefónica, Vodafone, Orange, Yoigo, and Simyo. Oversaw IT platform service system shared with all partners in ten European countries. Established, monitored, and delivered key performance indicator reports to upper hierarchy. Established policy and procedure guidelines in accordance with global initiatives.

* Delivered warranty service for about 40K devices in Spain, Portugal, and Italy.
* P&L control of €3.2M over 18 EU countries, such as Belgium, Croatia, Czech Republic, Denmark, France Germany, Greece, Hungary, Iceland, Italy, Norway, Poland, Slovakia, Spain, Sweden, Switzerland, The Netherlands and UK.

Cellon Communications Technology, Home based.

**TECHNOLOGY MANAGER. (EUROPE AND LATAM)** (2013 to 2014)

Directed planning, budgeting, implementation, and overall operational management of technologies. Designed product technical specifications as well as administered approval and homologation processes. Analysed new business opportunities and improved product marketing in association with the research and development team. Delivered strategic plans to accomplish organisational objectives.

* Optimised workflow and effectiveness by allocating internal and external resources to appropriate locations.

Fujitsu Technology Services | Toshiba Information Systems, Pozuelo de Alarcón- Madrid.

**TECHNOLOGY AND FIELD ENGINEERING MANAGER (SOUTH EUROPE)** (2007-2013)

Delivered consultation regarding new technologies, such as NFC, RCS-e, and IPtalk. Headed business relations with Telefónica ES, Vodafone ES, Orange ES, Yoigo, TMN, and Vodafone PT. Designed and implemented effective strategies to enhance the performance of products based on hardware/software needs. Negotiated contract terms with the operators to attain best value for money. Managed external resources and operator testing processes, including GCF-FT analysis, RFA software, and certificates.

* Collaborated with Telefónica and introduced first ever smartphone (Toshiba TG01) with Qualcomm Snapdragon processor in the Spain market.
* Managed correspondence between Telefónica teams and Japanese colleagues.

Mitsubishi Electric Telecomm Europe, Madrid.

**TECHNICAL DIRECTOR. SPAIN & PORTUGAL** (1996-2006)

Led 15 staff members and provided training to optimise workflow. Resolved impending issues and provided technical support to employees. Accomplished business and sales objectives by executing process improvement measures. Co-ordinated service design, logistic flows, and all functions associated with operative controls.

* Delivered warranty service to an installed base of more than 1 million devices sold in the field.
* Acknowledged for establishing a network of 12 partners in Spain and Portugal.

**Education & Credentials**

Universidad Complutense De Madrid, Madrid

**Master of Science, Physics, Electronic**

Universidad Politécnica de Madrid, Madrid

**Scholarship of Postgraduate**

***Professional Development****:* “Dirección de equipos (Team leading) Adecco Formación, Data Science and Cognitive Computing IBM cognitive class-Python, Scala, Hadoop, Spark (Data Science and Big Data)

***Technical Proficiencies:*** Python, Visual Basic, C++, Fotran, Assemble, GNU/Linux, Microsoft Windows, Mindjet, Advanced MS Excel, MS Access, PowerPoint, Microsoft Project

***Publications:***“Air pollution Modeling and its application XI”. NATO. Volume 21 chapter: “Ozone Modelling over a large city by using a mesoscale eulerian meteorological and transport model”. 1996