

# NELSON ENRIQUE BERMÚDEZ MORENO

## Electronic Engineer

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## EXPERIENCE

### Service Account Manager Colombia

#### Suma Movil - JSC Ingenium

📅 Feb. 2019 – Today 📍 Bogotá D.C.

- Responsible of Revenue Assurance to Co-Branding Clients.
- Platform Assurance, detection of revenue leaks, performance plans and new product requeriments.
- Product Assurance, new products development and co-branding customers new requeriments of products (Voice, SMS, Data) .
- Project Assurance for development of new brands of operators on MVNO model, include Kalley Móvil and Wings Mobile Colombia

### Technologic Risk Leader

#### TigoUne

📅 July 2015 – Feb. 2019 📍 Medellín, Antioquia

- Team leader in charge of detection, countermeasures tactics and control about techical fraud on TigoUne.
- Responsible of risk value and evaluations about risk controls for reduce frauds on Telecom services and products.
- Management of control rules about to combat of frauds applicable to Internal Control Framework
- I participated on reduction on 95% on free internet fraud in last 2 years.
- Lead to reduction on 90% on fraud in Long Distance voice services and International Roaming Services
- Local embassador of Millicom Headquarters for fraud technical controls in Colombia.
- Expositor on GSMA conference in Security and Fraud Group in last 2 years.

### Fraud and Internal Control Specialist

#### Colombia Móvil SA ESP.

📅 Oct. 2013 – Jul. 2015 📍 Bogotá D.C.

- Responsible of Revenue Assurance advisor about TigoUne.
- During three months I was a Informatic Security Leader in TigoUne
- I was a Millicom support about reports of fraud cases on others Tigo operations.

## BEST GOALS



#### GSM Asociation Speaker

Ordinary speaker on GSM Asociation Security and Fraud Group, participant of periodic forums of GSM Asociation in Latin America



#### Reduction on Mobile Internet Fraud

97% of reduction of mobile internet fraud with savings rise to USD2MM between 2017 and 2018

## STRENGTHS

Business situation analysis

Problem diagnosis and solutions planning

Mobile business knowledge

Fraud countermeasures good skills

## LANGUAGES

Spanish  
English



## EDUCATION

### MBA Executive

#### INALDE Bussiness School

📅 Sept 2017–On Hold 📍 Bogotá CO

### Strategic Management Diplome

#### Universidad de la Sabana

📅 Sept 2010–Jun 2012 📍 Bogotá CO

### B.S. in Electronic Engineer

#### Universidad Distrital FJC

📅 Ago 1997–Apr 2002 📍 Bogotá CO

## EXPERIENCE

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### Especialista de Operación y Mantenimiento CORE

#### Colombia Movil

📅 Junio 2006 – Septiembre 2013      📍 Bogotá D.C.

- Responsible for operation and maintenance of VAS/SMS and Core Network Platforms.
  - SOX Controls Executor for Network Platforms.
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### NOC analyst

#### Colombia Móvil SA ESP.

📅 Oct. 2004 – Jun. 2006      📍 Bogotá D.C

- Tracking and monitoring of operation continuity on GSM Network.

## REFEREES

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### Margarita Quintero Reina

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