Service Management Consultant

Core Skill:
Delivery Management

Industry Verticals:
Banking
Energy
Retail
Technology
Telcos
Media

Databases:
MySQL
Oracle
SQL Azure
Percona Server for MySQL

Tools & Techniques:
Agile
Brainstorming
Desing Thinking
Kanban
Linux
Microsoft Azure
PMI

Summary:

Qualifications:
Educational Background :
Electronic and Telecommunications Engineer , Universidad Distrital
Fco Jose De Caldas , 2013
Electronic Technologist , Universidad Distrital Fco Jose de Caldas ,
2010

Certifications :
AWS Cloud Practitioner Essentials Classroom , AWS, 2023
ITIL Foundations V4 , AXELOS Global Best Practices , 2021
SCRUM FUNDAMENTALS CERTIFIED , Scrum Study, 2021
ITIL V3 FOUNDATION CERTIFICATE IN IT SERVICE
MANAGEMENT , EXIN , 2013
NETWORK AND SECURITY , Servicio Nacional de Aprendizaje
(SENA), 2013

Spoken Languages:
English , B2
Spanish , Native
Portuguese , B1+

Soft Skills:
Adaptability
Analysis
Autonomy
business english
Client Oriented
Critical Thinking
Organization
Patience
Problem Solving
Strong Analytical Skills
Teamwork

PROFESSIONAL EXPERIENCE

Industry sector : Technology

Service Management Consultant

2022-12-01 – Currently

Project descriptions:

The Service Management Consultant focusses on service management lifecycle stages and their associated processes. They have experience in one or more of the lifecycle stages or processes. They are proficient in related areas such as governance, industry standards or regulatory compliance. Service Management Consultants help enhance operational effectiveness through tuning and standardizing IT Processes in line with business needs. The role will often require working with clients and operational teams through awareness and measurement initiatives to recognize and address support inefficiencies and improvements, performance measurement, knowledge management, problem resolution and incident prevention. • Work with process managers (but act as a process

Responsibilities:

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owner) to modify and develop processes. • Be entirely responsible for the development and generation of processes, procedures with any associated workflows and ensure they are accurately reflected in ServiceNow • Review and update processes to ensure they meet service delivery requirements; identify any weaknesses in existing processes and understand their underlying causes • Develop clear and detailed processes mapped to business requirements, seeking stakeholder input followed by sign-off and acceptance • Generate SOPs and training materials where necessary • Ensure documentation conforms to required standards (such as the ISO20000 framework) and work with the Knowledge Management team to develop and support review strategies • Develop and revise processes along LEAN principles where applicable	documentation conforms to required standards (such as the ISO20000 framework) and work with the Knowledge Management team to develop and support review strategies • Develop and revise processes along LEAN principles where applicable

Programming Languages:	Tools & Techniques:	Testing:

Industry sector : Technology

ITIL Senior Process Manager

2020-07-16 – 2022-11-30

Project descriptions:

Change Management • Responsible for consistent application of the change management process

Responsibilities:

Performing the leadership of some ITIL process for one of the Key Customer of the Company including functions such as: Process Specific – Change Management • Responsible for consistent application of the change management process • Works with the Service Delivery Manager and Operational Manager to ensure coordination and proper communication with the customer regarding changes • Communicates with the change requester about necessary specific content needed in RFCs • Chairs technical advisory board meetings (TAB), which review and approve changes, and ensures changes are appropriately represented at TAB level • Organizes awareness/training sessions for technical teams/engineers if necessary • Ensures change management integration with other ITIL processes • Analyses change records in order to determine any trends or apparent problems that occur, produces regular management and/or customer reports, ensures KPIs/SLAs are tracked and met • Maintains a change schedule provides an actual status of all changes planned and in execution • Assumes responsibility for post implementation review as needed • Conducts a periodic analysis of ongoing and finalized changes to improve efficiency • Executes specific escalation activities in the change process and provides regular feedback to the respective stakeholders • Supports the adoption of standard changes wherever possible • Maintains up to date the standard change catalogue. • Initiates follow-up actions to correct any problems or inefficiencies arisen during application of the change management process and highlights any issues or

Programming Languages:	Tools & Techniques:	Testing:

Industry sector : Technology
Caribbean Change Management Engineer
2018-10-01 – 2020-07-15

Project descriptions:	Responsibilities:
• Review the change requests of the internal areas of the organization or of the providers that need to carry out some intervention on the infrastructure that impacts the B2B clients of the Caribbean	Performing the leadership of process for Caribbean region and all B2B business services provide in the region, including functions such as: • Review the change requests of the internal areas of the organization or of the providers that need to carry out some intervention on the infrastructure that impacts the B2B clients of the Caribbean. • Schedule the change committee for internal review, approval and prioritization of change requests. • Notify the change requests to the clients of the organization, taking into account the agreed SLA, and follow up on the approval of these. • Establish a coordinated schedule of all the preventive, corrective and improvement maintenance required, in accordance with the SLA agreed with external customers and with the change control policy. • Review the results of the maintenance windows to make the notification of results to the clients within the agreed times. • Update and maintain the schedule of changes. • Review the fulfillment of the pre-implementation tasks necessary for the execution of the programmed changes. • Guarantee the timely and correct documentation of the managed changes. • Achieve and maintain performance indicators of the change

Programming Languages:	Tools & Techniques:	Testing:
process.		

Industry sector : Technology

Service Delivery Manager

2018-02-01 – 2018-09-28

Project descriptions:	Responsibilities:
• Responsible for compliance with the commitments acquired within the execution of the service. • Participate in the phases of transition to receive the service and make the required adjustments. • Lead the management of the service during the operation phase. • Manage, control and ensure the fulfillment of the functions of the staff assigned.	Performing the leadership of contract services provide to client Experian in LATAM Region, managing infrastructure and ITIL process services, including functions such as: • Responsible for compliance with the commitments acquired within the execution of the service. • Participate in the phases of transition to receive the service and make the required adjustments. • Lead the management of the service during the operation phase. • Manage, control and ensure the fulfillment of the functions of the staff assigned. • Respond for the fulfillment of the contract through the verification of the established SLAs and the quality of the service provided. • Supervise and coordinate the activities assigned to the work team, ensuring the total adherence to business policies and procedures. • Identifies the training needs of the support analysts and takes responsibility for the implementation • Generates management reports on service performance: Calculates the metrics of the service, analyzes them and provides an executive summary with recommendations based on the conclusions obtained. • Receive the complaints, claims, suggestions and congratulations associated with the

	service and manage them in conjunction with the Operations area. • Identify, prioritize and mitigate the risks of the service. • Control and monitor the contract budget.	
Programming Languages:	**Tools & Techniques:**	**Testing**:

Industry sector : Technology
Spanish Major Incident Team Manager - Escalation Manager
2015-02-02 – 2017-10-31

Project descriptions:	Responsibilities:
Analysis and management for major incidents, verification and monitoring of priorities 1, 2 and 3 for clients such as Unilever, Cencosud, General Electric, Novartis, Orbis, Banistmo, Hersheys, ISA, Kellogg, Grupo Exito.	• Lead the Incident Management Team in LATAM region, approach in targets, leading in different activities giving value to the service delivered to customers, Team Management, support of resources, administrative tasks and all manager scope. • Design, implementation and planning of outsourcing service projects for new clients to run the process of Incident Management in the region, some success examples are Novartis, Grupo Exito, Cencosud and Avianca. • Lead the implementation and put on way the escalation manager process for three of clients of region, Novartis, General Electric and Kellogg, achieving an improvement in the quality in the services agreement with them. • Drives the efficiency and effectiveness of the Service Management process. • Ensuring that documented and standardized methods and processes are used for efficient and permanent resolution of problems identified by the Service Management Process. • I must ensure that Service Management process activities are performed, identify opportunities for

	improvement and support audit of the use of the process on an operational level. • Analysis and management for major incidents, verification and monitoring of priorities 1, 2 and 3 for clients such as Unilever, Cencosud, General Electric, Novartis, Orbis, Banistmo, Hersheys, ISA, Kellogg, Grupo Exito.	
Programming Languages:	**Tools & Techniques:**	**Testing:**