JORGE QUINTERO CARVAJAL Puertas Verdes 53, Ciudalcampo

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# EXECUTIVE PROFILE

Versatile leader with a career-long record of experience and results. Accomplished with full scope of Project P&L, Finance, Project Management, Operations and Maintenance. Partner with Sales and Finance to execute project financials reviews. Drove projects and programs from planning to execution; mastered Business process and aligned change efforts with Business Objectives.

Expanded role to include Customer Satisfaction, Quality, Six Sigma, Business Integration and involved on key business initiatives. Valued Member of the EMEA operations leadership team.

Specialties:

* 20 years in Telecommunications firms
* Business Assurance
* Governance of Project financials
* International Experience
* Project Management
* Customer Satisfaction Improvement
* Executive reporting
* Global and regional Key Performance Indicators (KPI)
* Six Sigma
* Wireless Network Deployment
* Wireless Network Operation and Maintenance

# WORK EXPERIENCE & ACHIEVEMENTS

**1. GENBAND Spain (May 2010- Oct 2010)**

***EMEA Business Operations,* (May 2010 – Oct 2010)**

*Global leader of Next Generation Network (NGN) solutions. Carrier VoIP business unit acquired from Nortel, Transition day1: May 29th 2010.*

* Business Transition/Integration form NORTEL to GENBAND
* Drove a program to track transition and ensure the completion of migration of 30 Systems identified like Critical for EMEA Business Continuity in order to avoid any issue at day 1; 11 of them required a platform change/migration.
* Drove senior project from planning to execution regarding introduction of a Project management tool and transition of 158 projects across EMEA and Russia & CIS, total revenue > 52 M$ without impact on financials management also 60 people (Operation, Sales and Finance) training.
* Business Assurance:
* Changed and aligned the EMEA Operating Rhythm according to GENBAND Global Guidelines
* Established the new EMEA Governance of Project financials according to the new business objectives and new platforms to use in Finance (ECMS), and project Management (PM Online)
* Drove the Monthly Business Reviews (KPI’s, Business Agenda and Financials), modifications done to align with Business objectives after transition from Nortel.
* Cost Management improved due to all project variances and change orders approval process introduced
* Executive reporting updated to GENBAND Business Objectives and Global Operating Rhythm
* Business Continuity Plan (BCP), Quality, Environmental, Health and Safety:
* Drove the BCP and Quality analysis for EMEA Operations, impact due to Business transition from Nortel identified and drove the engagement of resources needed to cover any gap on BCP, TL9K, TL14K, H&S corporate Strategy.

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**2. NORTEL Spain (Nov 2000-May 2010)**

***CVAS Regional Business Operations,* for EMEA (July 2009- May 2010)**

*Carrier VoIP and Applications business across Europe, Middle East, Africa, Russia & CIS yearly revenue > 300M$*

***Regional Business Operations,* for Iberia & Eastern Europe Markets (March 2007- June 2009)**

*Spain, Portugal, Russia & CIS, Poland, Romania, Israel & Turkey Yearly Revenue > USM$500*

***Regional Business Operations,* for VODAFONE (VF) EMEA, Spain, Portugal, Italy & Greece projects (April 2005-March 2007)**

*VF EMEA, Spain, Portugal, Italy and Greece. Yearly Revenue >USM$500.*

* Business Assurance:
* Lead the quarterly financial review with Sales and Finance to all projects in the regions, More than 125 projects reviewed in a quarterly basis, Revenue according to regions as per above figures.
* Established and drove the Monthly Business Reviews for Key Performance Indicators (KPI), Business Priorities (Business Agenda), Ops Financials (Gross & Net Spend, Partner Spend) and Project Financials ( Profitability, Change Orders, Opp. & risks)
* Lead the Executive reporting for EMEA Operations
* Customer Satisfaction (CSAT)
* Prime on Delivery and Quality pillars for EMEA Vodafone Supplier Performance Management SPM; analysis of SPM survey results, lead the process to identify and put in place the actions in order to improve customer satisfaction; achievements:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Overall/Pillar** | **Q3 2006** | **Q1 2007** | **Q3 2007** | **Q1 2008** |
| Overall Rating | 59% | 60% | 74% | 84% |
| Delivery | 57% | 61% | 67% | 85% |
| Quality | 66% | 69% | 76% | 87% |

* Drove & Established Vodafone Voice of the Customer Scorecard with Delivery and quality KPI’s measured in a monthly basis and share with VF property as required. Scorecard established: VF Italy, VF Spain, VF Romania & VF Germany (D2)
* Six Sigma:
* Drove a Six Sigma Green Belt project to improve customer support on Major cable operator in Spain and Cost reduction, Customer resource was a part of project team. Improvement achieved: Support Level from 92% to 93.1%, DPMO from 76920 to 68966. Sigma from 2.93 to 2.98. Cost reduction in project 95k$ on H2 2008.

***Turnkey Project Manager for* VODAFONE Spain (Apr 2004-Apr 2005)**

* Drove Site Acquisition Activities for VF Spain Turnkey. More than 200 sites acquired for UMTS network. Third party, partners & contractors managed.

***System Test Plant Project Manager for* VODAFONE UK (Oct 2003-Apr 2004)**

* Project Management activities for VF UK UMTS test plant deployment

***Core & Access deployment Project Manager for* VODAFONE Spain UMTS (Nov 2000-Sept 2003)**

* Drove the Project management for deployment of the UMTS Core network and almost 1000 UMTS BTS, across Vodafone Spain Regions

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**3. AVANTEL- Colombia (Nov 1999-Nov 2000)**

***Operations Manager***

*AVANTEL is the sole PTT/iDEN technology operator in Colombia,*

* Drove Operations & Maintenance Activities for CORE and NOC:
* Lead Motorola-Avantel contractual relationship on Operations Aspects

**4. COMCEL –Colombia (America Moviles) (Jun 1994-Nov 1999)**

***Operation & Maintenance Manager, Network Deployment Manager***

*COMCEL is the largest Mobile Operator in Colombia.*

* Drove Operations & Maintenance Activities for CORE and NOC
* Drove Network Deployment Activities, including Third party Management:

**5. ETB – Colombia (Bogotá Telephone Company Fix-line) (Feb 1990-Jun 1994)**

***Operations Mangager- Region IV***

*ETB Fix-line Operator in Bogota,*

* Lead Operations & Maintenance activities for FIX CORE EXANGES

# EDUCATION

*University Colombian School of Engineering*

*Degree Electrical Engineer 1989*

*Post Graduated Universidad de los Andes*

 *High Management- Business Administration 1999*

*Languages: English and Spanish*

Other Courses:

* SIX SIGMA Green Belt. (AEC, ASQ) Madrid, Spain 2006
* Motorola IDEN Technology Chicago, USA 1999
* Telecommunications, Tokyo, JAPAN 1993.
* Cellular Systems, Nortel Networks Campinas, Brazil 1994
* DMS-MTX Switch maintenance. Nortel. Campinas, Brazil 1994.
* Cell Site Data Base, Nortel Campinas, Brazil 1994
* International translations, Nortel Campinas, Brazil 1994
* Management Development. Bogotá Colombia 1996
* Satellite Networks Design, Bogotá, Colombia 1993

# PERSONAL DATA

Date of Birth January 4th 1967

Nationality Spain

Marital Status Married