






FRANCISCO JAVIER ALÉS MARTÍNEZ

	IT SENIOR CONSULTANT IT MANAGER BUSINESS DEVELOPMENT MANAGER
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PROFESSIONAL PROFILE

IT Senior Consultant and IT Manager with a wide experience and a proven ability to create New Business, design IT Strategies, implement Information Systems, and manage Service Delivery to transform and support Business in a variety of Industries, mainly in Telecommunications and Insurance.

I work for first-rate international companies based in Spain, UK, USA and France, with strong written and verbal communication skills in English, French and Spanish.

I am highly skilled for developing new business, meeting client needs and leading international teams.

Respected leader, able to recruit and build highly motivated and focused teams.

AREAS OF EXPERTISE

- Project Lifecycle Management
- Recruitment / Training / Mentoring / Leading
- Business Analysis / Development
- CRM Implementation / Administration / Strategies / Best practices
- Localization / Translation from English and French to Spanish
- Account / Product / Service Delivery Management
- Business Process Management / Change Management
- Planning & Budget Control
- IT Architecture for Telecommunications
- Software Management for Life & Health Insurance
- IT Strategies / Implementation / Methodologies
- BSS Information Systems

EDUCATION

- BSc. Science Physics. University of Granada. 1.982
- Certificate of Proficiency in Teaching. University of Granada. 1.982
- MSc. Information Technology Management. Instituto Directivos Empresa. 1.994
- MSc. HR Management. Colegio Nacional de Sociólogos y Polítólogos 2.006

LANGUAGES

Spanish: Native

English: Full Professional Proficiency

- Certificate of Proficiency in English (CPE). University of Cambridge. 1.982
- Highest Level Certificate in English. *Escuela Oficial de Idiomas*. 1.982
- Certificate in General, Legal and Economic Translation in Spanish-English Foundation for Research and Development of Spanish Culture (FIDESCU) 2.005
- ProZ.com Certified PRO. 2.007

French: Full Professional Proficiency

- Diplôme approfondi de langue française (DALF). Ministère de L'Education Nationale France. 2.007
- Test de Français International. TFI-TOEIC- Score : 945 out of 990 2.003

German: Elementary Proficiency

- Level A2 (European Common Reference Framework for Languages). 2016

PROFESSIONAL HISTORY

Telecommunications

2009-2016	Senior IT Consultant	TELEFONICA GLOBAL SOLUTIONS	Spain
2005-2009	Senior Business Consultant	INDRA SISTEMAS / INDRA BPO	Spain/ France
1999-2005	IT Manager	ORANGE (UNI2)	Spain/ France
1998-1999 1995-1996	IT Consultant	EFRON (TQS)	Spain

Finance/Insurance

1996-1998	Technical Manager	GENELCO SOFTWARE	Spain/ USA
1994-1995	Project Manager	COMPUTER SOFTWARE CORPORATION (CONTINUUM EUROPE)	UK
1989-1994	IT Manager	ZURICH FINANCIAL SERVICE (ALLIED DUNBAR)	Spain/ UK

Miscellaneous

1988-1989	System Analyst	ATOS ORIGIN (SEMA GROUP)	Spain
1986-1988	Analyst Programmer	PRODUCTOS ROCHE	Spain
1985-1986	Programmer / Intern	INTELHORCE	Spain

COMPUTER SKILLS

- MICROSOFT OFFICE (WORD; EXCEL; POWERPOINT; PROJECT; OUTLOOK)
- MICROSOFT VISIO, SHAREPOINT, YAMMER, MICROSOFT DYNAMICS CRM
- INTERNET, WEB, INTRANET
- SALESFORCE:
SALES CLOUD ; SERVICE CLOUD; BID2WIN; MILESTONES PM, SFDC 1 MOBILE;
CHATTER; REPORTS AND DASHBOARDS; UI CUSTOMIZATION; DATA
MANAGEMENT & MODELING; COMMUNITIES ROLLOUT STRATEGY
- BEESION BSS SOFTWARE
- SUBEX CONCILIA; SUBEX OPTIMA
- PEOPLE SOFT CRM, EAI WEBMETHODS; KENAN BP, SAP
- ORACLE DATABASE; UNIX ADMINISTRATION.
- LIFE 400; LIFE SUPPORT PLUS, HEALTH BENEFIT MANAGEMENT SYSTEM (HBMS)
- SYNON, AS400, RPG, SMART
- CAT TOOLS: SDL TRADOS STUDIO 2014; WORDFAST, WORDBEE, XTM.
- MOBILE OPERATING SYSTEMS: WINDOWS PHONE, ANDROID

PROFESSIONAL EXPERIENCE

Telefónica Global Solutions

Formerly Telefónica International Wholesale Services is the part of Telefonica Business Solutions which is dedicated to the Multinational and Wholesale businesses.

Senior IT Consultant

- Leader of Transformation Project for Sales/Presales B2B Solutions.
- Analysis and Prioritization of Business Requirements
- Roadmap planning for converging B2B Processes in Salesforce.
- Definition of one single and common B2B Commercial Life Cycle.
- Data Analysis for the migration of key information.
- Analysis and simplification of Bid Tools from different Service Lines.
- Head of IT Solutions for Wholesale and Multinational Services.
- Implementation Management for Order Validation Process (BEESION).
- RFPs Definition and Vendors Management.
- Provision of Services following SLAs and SLOs.
- Budget Definition and Management (CAPEX & OPEX) in accordance to the Strategy Plan.
- Platform Management: SALESFORCE, PRICING TOOL, SIGMA WHOLESALE, SUBEX.
- Evolution, Maintenance and Support for International Voice Business.
- Split Analysis of SFDC Platform to separate TIWS and TELXIUS Organizations.

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- SF2SF Integration between different Telefónica Companies.
- Team Recruitment and Induction Program Management.
- IT Service Desk Management for ensuring SLAs regarding suppliers and clients.
- Hardware and Software Management for employees in Telefónica Global Solutions.
- Recruitment, Training and Mentoring of new team members in IT Area.
- Innovation of IT solutions evolving towards Cloud Solutions (Salesforce) and Last Generation Mobile devices (tablets, smartphones).

Indra

Indra is one of the main global consulting and technology companies and the technology partner for core business operations of its clients businesses throughout the world.

Senior Consultant

- International Business Development for Telco Industry in France
- Launch and Management of Indra France Subsidiary
- Services Provision to International Telco Carriers in Europe and Off-Shore Services.
- Business Prospection and Account Manager for France Telecom
- BPO Service Delivery Management for Public and Private Companies in Transport, Finance, Defense and Insurance Industries

UNI2

Former Spanish Subsidiary of Orange S.A., French Multinational Telecommunication Corporation.

Director of Information Systems

- Head of IT Solutions supporting Fixed Voice Presales, Sales, Ordering, Billing and Finance areas.
- Roadmap Planning of Projects and Services for BSS and OSS Information Systems.
- RFPs Definition and Vendors Management.
- Provision of Services and Systems following SLAs and SLOs.
- Optimization of Time to Market Processes for Products and Services.
- Account Manager for B2B and B2C Business Units.
- Budget Management and Control.
- Head of International Architecture Improvement Program (AIP).
- Business Process Management and Change Management in AIP.
- RFPs Definition and Vendors Management.
- International Architecture Representative for France Telecom and events.
- Convergence of Corporate CRM and ERP Systems.
- Management of a large team applying motivation and commitment criteria.

TQS

TQS, Spanish Company specialized in IT Governance and Management, acquired by EFRON Consulting in 2011.

Consultant

- Consultant and Project Planning for Telefónica Group.
- Planning Control and Vendor Management in ATLAS Project.
- Management of Year 2000 Compliance Program for Telefónica VSAT.
- Business Process Modeling for Terra.
- PMO for implementing a Commercial Information System in Telefónica del Perú.

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Genelco Software

Genelco Software Solutions provides software solutions and services for insurance carriers, third party administrators, and self-administered organizations in the United States and internationally.

Technical Director

- Product & Project Manager in Europe and South America.
- Localization of Life Insurance and Health Benefit Systems in Spain and Chile.
- Service Delivery Management in Major Spanish Insurance Company
- Business Consultant for localized versions in USA Vendor Factory.
- Prospection of clients in Spain.

Continuum Europe

Continuum Europe, European Branch of Continuum Co., an Austin, Texas-based competitor specializing in software and services for banks and insurance companies, acquired by Computer Science Corporation in 1996.

Project Manager

- Head of PMO for localizing a Life Insurance Solution (Life 400) in Clients based in Spain (Swiss Life Spain).
- Business Analyst supporting Client Companies in Europe (Poland, Ireland, UK, Spain, etc.).

Allied Dunbar Spain

Large British life assurance group, listed on the London Stock Exchange and constituent of the FTSE 100 Index. Acquired by BAT Industries, merged with Eagle Star, and sold to Zurich Financial Services in 1998.

Information Technology Manager

- Management of AS/400 Hardware and Software Environment.
- Design and Development of Applications to support Life Insurance Services.
- Implementation of Methods and SYNON Case Tool.

Sema Group

Anglo-French IT services company, listed on the London Stock Exchange and constituent of the FTSE 100 Index, acquired by Schlumberger in 2001. In 2004 the bulk of the company was sold on to Atos Origin.

System Analyst

- System Analyst Specialist for IBM AS/400 environments.
- IT Technical Consultant in Customer Implementation Projects.
- International Company Representative in IBM Midrange Events & Meetings.

Productos Roche

Spanish Branch of Hoffmann-La Roche AG, Basel, Switzerland, one of the largest pharmaceutical companies in the world.

Analyst Programmer

- Analysis and Programming for applications supporting Pharma Products Manufacture and Finance Processes.
- Usage of Methodologies for Design and Structured Programming.

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Interlhorce

Largest Textile Company in Andalusia, founded in Málaga in 1960. A mainly Public Company attached to the Industry National Institute.

Programmer/Intern

- Scholarship Awardee from Fundación Empresa Pública in Business Initiation Program.
- OS 400 Administrator and Trainee Programmer.
- After Internship period, I was hired as Application Programmer supporting Manufacturing and Accounting Processes.

TRAINING

- Leadership Program: Skills for Leading, Coleading and Group leading.
- Leadership and Managerial Skills
- Product Lifecycle Management: PLM Framework
- ITIL V3 Fundamentals
- Business Process Management; Change Management
- Presentation and Communication Skills: Spanish and English
- Negotiation Techniques: Effective negotiation, Conflict Management
- Finance and Budget skills.
- Project Management: MS Project; Milestones PM
- Methodologies: Agile, Salesforce Best Practices, SCRUM
- BSS Telecom Architecture: eTOM, TAM
- Salesforce Administration Essentials for new administrators (ADM-201).
- Salesforce Trailhead Trails: Admin Beginner; Expand your reach with Communities
- Big Data: Techniques and Concepts

ADDITIONAL INFORMATION

- Disability Degree - Physical (34%; Benefits for companies recruiting staff)
- Availability for travelling and relocation
- High Adaptability to Changes
- Hobbies: Languages, Travel, Cinema, Sports, Reading
- Linguist/Translator from English and French into Spanish