

Contact

www.linkedin.com/in/mgalve
(LinkedIn)

Top Skills

Vendor Management
Telecommunications
Wireless

Languages

Spanish (Native or Bilingual)
French (Elementary)
Portuguese (Elementary)

Certifications

PMP - Project Management
Professional
Certified ScrumMaster (CSM)
ITIL Foundation Certificate in IT
Service Management (v3 2011)

Publications

Impact of Medical Equipment
Tracking in a Health Care System

Miguel Galve

Cloud and Telecommunications Professional
Arlington

Summary

I take the team where it needs to go.

Cloud and Telecom professional with extensive international experience using agile and waterfall methodologies, in operations and engineering, as well as customer and vendor facing roles for global organizations.

I enjoy helping organizations to reduce OPEX through operational efficiency by leading teams, influencing organizations, establishing governance, removing obstacles, and improving PMO methods that result in better project delivery, speed and quality of services.

Areas of experience:

- * Cloud Operations and Engineering
- * Service Delivery
- * Customer Relationship Management
- * Vendor and Contract Management
- * Issues, Risks and Escalations Management
- * Operational Excellence
- * Governance
- * Executive Reporting
- * Performance Management
- * Managed Services
- * Business Process Management
- * Outsourcing and In-sourcing

Education / Certificates:

- * MSc. Industrial Engineering
- * BSc. Telecommunications Engineering
- * Project Management Professional - PMI PMP certified
- * ITIL Foundation Certificate in IT Service Management
- * Certified Scrum Master - CSM
- * Fluent in English & Spanish

Experience

SAP

Senior Program Manager

2016 - Present (4 years)

Blackboard

Technical Project Manager / Scrum Master

2014 - 2016 (2 years)

Performed a mixed role as a Scrum Master and Project Manager for the Cloud Services Infrastructure team.

+As a Scrum master I enabled the adoption of Scrum in the organization and I managed the daily stand up, Sprint planning, retrospectives, demos, grooming and prioritization.

+As a Project Manager I managed the project plan, backlog, release management, migration of functionality from an in-house tool, reporting (story points, hours, velocity and burn-down chart), customer alignment (status, issues, requirements and dependencies).

- Deployed and customized ServiceNow to provide services related to change management, incident management, problem management, project management, resource management, demand management, and fulfillment requests.
- Implemented processes to provide Disaster Recovery for customers.
- Implemented processes to perform migrations of VM platforms and storage across datacenters (Brocade, NetApp, VM).
- Implemented PMO guidelines, reports and processes to provided visibility into resource allocation, pipeline management, due dates and prioritization of work.

NII Holdings, Inc.

Vendor Manager / Program Manager

2011 - 2013 (2 years)

Managed services of network operation across six countries (US, Argentina, Brazil, Chile, Mexico & Peru). Identified and resolved contractual, commercial, operational, and project related issues. Implemented governance and established business performance metrics for multiple functional areas.

- Built framework to manage project orders and pipeline considering resource level utilization and pricing. This resulted in \$1.3M USD savings and improved project delivery success.
- Defined objectives, roles and responsibilities for Vendor Management organizations for all countries.
- Created vendor performance review process to report and improve management of services.
- Managed transformation program to re-scope services in five countries, performing project evaluation, risk management, executive reporting and dispute resolution.
- Provided descriptions of the fault management, escalation and disaster recovery/ business continuity processes for the Board of Directors.

Sprint Nextel

5 years

Technical Project Manager

2009 - 2011 (2 years)

Implemented frameworks to improve customer service and support Customer Relationship Managers, Account Teams and NOC Technical Teams.

- Implemented process to identify network equipment upgrades needed due to End of Life and End of Support, and to notify customers and sales team. This resulted in increased service availability and equipment sales.
- Managed Cisco and Juniper relationship to decrease equipment downtime due to maintenance contracts, technical support, service requests, vendor escalations, hardware replacements (RMAs), and established processes to improve data integrity.
- Managed migration of customers to new system, which improved visibility of performance and management of devices.
- Obtained Cisco certifications as Gold partner for the Channel Partner program & MSCP program.

Project Manager

2008 - 2009 (1 year)

Project-managed company-wide initiative to reduce costs by \$2B and optimize operations, which resulted in Sprint-Ericsson Network Advantage deal, outsourcing 6000+ employees.

- Created and executed plan involving 400+ participants at executive, director, manager and SME levels across multiple geographic locations to define AS-IS business processes. This helped with the transformation process and ensured

consistency of deliverables to all functional areas through Working Level Agreements.

- Supported vendor evaluation and selection through implementation of quantitative measurement of capabilities.
- Managed information, views, access and security of hosted Microsoft SharePoint site for 300+ users.
- Managed due diligence information located in secured clean rooms for all bidding vendors.

Network Engineer

2006 - 2008 (2 years)

+Telecom Design Engineer: Supported management of 4G lab infrastructure, contractors, floor planning, resource allocation, forecasting, and inventory management. (Jun/2007 - Mar/2008)

+Network Engineer: Engineered services and project managed functions required to develop and implement network plans associated to Lucent MSCs (CDMA and EVDO). Responsible for equipment purchases and deployment for over \$3M in CapEx. (Jul/2006 - Jun/2007)

University of Missouri

Graduate Teacher Assistant

2004 - 2006 (2 years)

- Spanish teacher for intermediate and advance levels for undergrad students.
- Document translator at the University's Housing department.

TMN de Mexico

Manager, Project Manager, and Technical Lead

1999 - 2004 (5 years)

+ Business Line Manager / Project Manager: Managed team of 12 under the inventory management and e-business segments. Performed technical sales, project engagement, strategic partnership alliance management, consultant services, and technical training for new hires. (Jun/2002 - Jun/2004)

+Solutions Architect / Project Manager: Led international multi-million dollar projects in Argentina, Panama & México. Designed technical solutions and quotes to be included in proposals. Provided consulting services, project design and coordination of resources for Operational Support Systems projects (OSS - fault, performance, traffic, correlation, inventory and provisioning). (Sep/2001 - Jun/2002)

+ Technical Lead / Project Manager: Led team of 5 systems specialists. Elaborated project plans, created reports for executives and managed customers' requirements. (Mar/2000 - Sep/2001)

+Solutions Specialist: Developed code for OSS integration solutions. Installed and maintained OSS software and hardware on UNIX platforms. Responded to RFP, RFI, and RFQs for OSS solutions based on best practices like ITU-T TMN and TMF eTOM. (Mar/1999 - Mar/2000)

CECIC

Consultant

July 2003 - December 2003 (6 months)

- Definition of a governmental program which enabled the mexican CATV providers registered at CANITEC (CATV Chamber in Mexico) to provide any telecommunications service using CATV infrastructure.

IBM

e-business intern

August 1998 - March 1999 (8 months)

- e-bussines internship. Assisted the solutions achitect answering RFPs and doing sales presentations. Javascript developer.

Education

University of Missouri-Columbia

MS, Industrial and Manufacturing Systems Engineering · (2004 - 2006)

Instituto Tecnológico Autónomo de México

Diploma, Project Management · (2001 - 2003)

Instituto Tecnológico Autónomo de México

Bachelor of Science (BSc), Telematics Engineering