

JAIME GUILLERMO LOZANO ROBLEDO

Cerrada Silvestre Revueltas 15, Ciudad Satélite, Naucalpan Estado de México C.P. 53100
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BACKGROUND

Senior Executive with 33 years of experience in Multinational Companies on Information Technology and Telecommunications on sales management, Consulting, professional services management and business development management, Advance Customer Services and New Products; with expertise on big and complex deals involving integration of different technologies, multi brand and multi companies; with experience and knowledge on Government, Education, Retail, Media & Entertainment and Manufacturing industries.

Expert in Telecommunications supported by the Federal Commission of Telecommunications and the Ministry of Communications and Transport in Mexico, with three areas: Radiocommunications, Space Communications and Telephony with registration number 592.

Extensive knowledge in Finance, Logistics and Administration relating to business operation and scope of Telecommunications Technology. Data Center, Sales skills and market knowledge to guide the Sales, Professional Services and Maintenance Teams to integrate viable solutions, putting together HW, SW, Professional Services, third party providers, installation, implementation, Project Management, Manage Services and Multi Vendor Support Services.

Skills-oriented business analysis, strategic planning and results. Able to solve complex business and operational problems and communicate to different levels of an organization.

CAREER OBJECTIVE

Directors occupy a position in the commercial IT or business unit, allowing me to continue my professional development and contribute my experience, knowledge and skills available to business objectives.

EXPERIENCIA LABORAL

2013- Today	ISSEMYM
2012- 2013	TIC Freelance Advice and Consultancy
2011 – 2012	BravoSolution S de RL Commercial Director
2005 – 2011	Oracle de México (Sun Microsystems de México), S.A. de C.V. ACS Sales Rep. (Engagement Mgr.)
2004 – 2005	Grupo Qualita S.A. de C.V Integration Manager.
2003 –2004	Costel / Amtel Technical Network Director
2002 – 2003	Operadora MetroNet S.A. de C.V. Network Sub-director
2001 –2002	Axtel S.A. de C.V. Regional Operation Director.
1997 – 2001	Miditel S.A. de C.V. Engineering and Operation Director.
1991 – 1997	Comunicaciones Digitales Network and Engineering Technical Manager.
1980 – 1991	SENEAM (SCT) Communication and Engineering Manager.
1977 – 1983	PGR Avionic's Maintenance Supervisor

ACADEMIC TRAINING

Communication and Electronic Engineer	1975 - 1980
IPN - ESIME	
Postgrade in Air Security and Telecommunication	1984 - 1985
CDG - Alemania	
Diplom in Telecommunication	2000
ITESM – CEM	
Diplom in Educational Asesore	2002
ITESM – CEM	
Diplom Energy Savings	2003
ITESM – CEM	

LANGUAGES

Spanish (mother tongue) English (95%) / German (90%)

CURSES

Trust Triangle selling	2012
Sales Force Effectiveness	2011
Oracle Project Introduction	2010
Revenue Recognition Training	2010
Manejo de Crisis	2010
Selling Storage Course	2009
Selling Strategic Solutions	2009
Selling Services Cours	2009
Managing your Pipeline	2009
Winning Against Unauthorized Services Provider Course	2009
Otros	

OTHERS

Office, Project, Lotus Notes, Visio,Black Board,HTML,Corel, Acrobat, Startoffice, Frontpage, Outlook

GENERAL DATA

MARRIED. MEXICAN.

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Profesional affiliation: Asociación de Ingenieros Mecánicos y Electricistas, Asociación de Ex becarios México Alemania y la IEEE.
Measurement equip. Knowledge: Oscilloscope, digital and analogic Multimeter, oscilator, RMS Voltimeter, Spectrum Analyzer, IFR, TDR, el Vectorscope and Signal Generator

RESUMEN

SUMMARY OF QUALIFICATIONS

ISSEMYM

Technology Infraestructure Subdirector

Head of IT Infrastructure of the 108 hospitals, outpatient units and Central Offices of the Institute.

Reengineering Data Center Unit Information Technology, Technical Audits, design and functionality of PPS Hospitals of Tlalnepantla and Toluca.

Reorganization of the areas of Networking and Communications and the Technical Support Unit, Information Technology, with change of methodology and workflow for more efficient service times, reducing accumulated failures and tickets.

Resource management, supplier agreements and purchases of computer resources to be used in new projects of the Institute, taking into account the quality, cleanliness and processes, avoiding duplication of services by poor quality.

Training ITU staff in areas such as communications, telecommunications and networks

Redesigning video surveillance networks in the institute as well as the redistribution of equipment to areas of greater use low functionality standards.

Review of suppliers and material features, functionality and compliance with credentialing standards for Institution staff for consultation rights holders.

Redesign of the basis for the bidding of services and infrastructure upgrade voice, data, integrated services, antivirus software, Active Directory, Impresion, microwave network, salettite network, Photocopying, renewal of existing contracts and consolidating others

TIC Freelance Consultant

TIC's consultant and advisor in several companies such as Grupo Carso, Huawei, SENEAM, Ingeniería en Construcción, BlockNetworks, Tec Milenio, ISSEMYM, others

BravoSolution S de R L.-

Commercial Director

. **Multinational Company** as Sales Responsible in Private Sector, Government sector and Telco of Software as a Service on Supply Management Excellence.

Participation in the VIII International Congress of the Inter-American Network on Government Procurement in the Panama city in September 2012

ORACLE DE MEXICO S.A. de C.V.-

Advance Customer Services (ACS) Sales Rep.

. **Multinational Company** as ACS Sales Rep for Telmex, Telcel, America Movil, Segob, T-Systems, Secretaria de Economía As a HW and SW Service Sales Rep. Reaching 126% of my quota

SUN MICROSYSTEMS DE MEXICO –

Engagement Manager

. **Multinational Company** Redefined Sales Methods and Process in Financial, Educational, Transport and Services

. Group Integration, Proposals integration, IT Provider Integration, Professional Services Sales Rep. Reaching more than 175% of my quota year by year in average.

QUALITA DE MEXICO –

Integration Manager

. Redefined technical sales strategy, cutting back, through a **45 day** effort, response time on proposals to **1** from **15** days.

Increased, in **45 days**, size of original IT solution for the CFE—Information Security Project—to **USD\$8M** from **USD\$80k** over **three years**. Expanded SCT, SSP, and Distrito Federal Government projects, integrating suppliers—**17** internal and **10** external, optimizing investment, and bolstering client profitability.

. Successfully negotiated the auction with the SCT for hardware support services, as well as, software, call-center, administration, and support of e-México, submitting a single document—previously **7**, landing a **one year USD\$5.2M** contract. Bid resulted **USD\$20k** below next bidder—among **12** bidders—including **50%** more deliverables and improvement in response time to **1** from **2** months.

. Closure of “Avantel Kiosk Project”, representing **10%** of sales for the Integration Division for the quarter—including maintenance services, call-center, technical support, and installation contracts. Reduced costs **15%**, boosting project's gross profit **15%**. Reaching more than 125% of my quota

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COSTEL/AMTEL –

Technical Network Director

· Implemented, in **two months**, the satellite communications network and active equipment with capacity of **16E1s**, coordinating **5** suppliers—negotiating preferential rates for voice and data transferring services, **30%** below market rates. Negotiated, over **one year** period, contracts representing a **400%** increase in sales in the second year, operating at **100%** installed capacity and targeting forecast for the year. Landed financing with Ericsson for procurement of equipment for the following **5** years, with a **3 year** grace period, for **100%** of the project. Slashed installation costs **15%** with respect to budget, giving rise to an operating profit margin of **34%**.
· Installed Mobitex system for data and image transferring to “Palms”, executing, over a **45 day** period, functionality tests through pilot runs to fully comply with telecommunications authority’s norms and standards.

OPERADORA METRONET –

Assistant Chief Operating Officer

· Helping to redefined processes for delivery of services to end-users, downsizing, in **two months**, delivery time **20%** and reducing response time of fibre optic network troubleshoots **20%**. Designed and executed, continual improvement training programs to NOC operators, as well as, installers and maintenance brigades. Reduced of troubleshoots, and downtime, as well as, optimized scrap **10%**.
· Helping to Updated platform with state-of-the-art technology, exchanging existing gear for stand-by equipment, cutting costs **10%**. Increased operating efficiency levels and data transferring speeds over the fibres optic infrastructure. Started-up NOC redundancy network.
· Helping to executed due-diligence together with German investors, reducing investment expenses **100%** by cancelling all projects within that geography—this project amounted to **15%** of equity.

AXTEL –

Operation Regional Director

· Coordinated installation brigades, executing sequential processes and easing reach of sales representatives at remote locations. Increased, in **six months**, end users to **82,000** from **29,000**—in half the time of predecessors; **eight months**—with an addition of **2,000** users in the following **two months**. Reduced **100%** of troubleshoots and resources required in repairs. Redefined, in **two months**, dispatch procedures, installation, and delivery of residential services, increasing, in **two months**, daily installations to **8** from **2** users and cutting-back materials **20%** by avoiding losses. Diminished installation time to end-users to **24 hours** from **15 days**, in line with contract agreements.

MIDITEL –

Engineering and Design Director

· Coordinated and installed Mexico’s largest rural satellite communication network—**260** satellite dishes—downsizing delivery time to **2** from **6** months and slashing costs **25%**. Defined agreements with Ericsson, Sweden.
· Participated in negotiations with Korea Telecom for the carve-out of their share participation, taking over, in **two weeks**, all executive job responsibilities in order to guarantee continuity of operations.

COMUNICACIONES DIGITALES SATELITALES –

Engineering Manager

· Designed, coordinated, and installed, in **six months**, a satellite communications, microwave, and telephony network at the National Lottery’s corporate headquarters, in record time. Successfully landed **96%** of government auctions, without the need of off-side monetary incentives.

SERVICIOS A LA NAVEGACIÓN EN EL ESPACIO AEREO MEXICANO DE LA SCT –

Communications Manager

· Eliminated obsolescence for **80%** of equipment. Executed **35%** of audits.

SERVICIOS AÉREOS DE LA PGR –

Avionics Supervisor

· Reduced, in **three months**, land maintenance time (**AOG** Aircraft on ground) by **80%**.

EDUCATION

ITESM Executive Diploma in: “Energy Savings” (2003) GPA: 3.92; “Educational Advisory Services” (2002) GPA: 3.84, and “Telecommunications” (1999) GPA: 3.6.

CDG – GERMANY Postgraduate Studies in Telecommunications and Aerial Security. GPA: 3.72.

INSTITUTO POLITECNICO NACIONAL B.S. in Communications and Electronic Engineering. (February, 1980). GPA: 3.48.

PERSONAL *Languages:* Fluent in written and spoken English and German.

Seminars: “Operation and Maintenance of Massive Communication Equipment: Mobitex” Ericsson, Sweden (2002); “Fiber Optic/Copper Hybrids” and “Fiber Optics” CIME (2002); “Satellite Systems” Dama de Sattel (2001); “Success Actions” Axtel (2001).

Hobbies: Scubba-diving, Mountain Climbing, Fencing, Tennis, Golf and Swimming.