




# ENRIQUE FIGUEROA HERNÁNDEZ

Telecommunication Engineer | Telecom Project Management  
Process Optimization | Quality Management

## CONTACT INFORMATION

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## PROFILE

Highly skilled telecommunication engineer, with a postgraduate degree in business management from Universidad de los Andes, with over 15 years' experience in telecommunications project management.

A record of proactive engineering leadership in changing or evolving markets and technologies. Broad experience in engineering operations and management, research and development, consistent success improving performance while slashing costs. Professional with multifunctional capabilities with the ability to assume diverse operational assignments outside the scope of original assignment.


## SKILLS

- Strategic projects Management under PMI guidelines
- Team leadership
- Decision Making
- Strategic planning
- Analysis and process optimization
- Systematic problem solving
- Quantitative Analysis
- Strong technical aptitude
- Business acumen and strategic thinking ability
- Good customer service
- Skills and the ability to work with all levels within the organization
- Strong ability to effectively collaborate, translate and communicate complicated information between team members, managers and peers from other areas
- Excellent presentation, communication, and analytical skills

## WORK EXPERIENCE

 **TELEFÓNICA**

### PROJECTS, PROCESSES AND QUALITY OFFICE MANAGER


 January 2018 – Present

- Responsible for strategic planning accomplished within the established policies and company goals in cojoint with a 21 person work team.
- PMO office leadership and portfolio decision making.
- Assurance of value chain processes and continued certification of ISO and OHSAS.
- Definition of strategic planning together with higher levels of the organization
- Coordination of team members to ensure ISO 9000-1, ISO 140000-1, ISO 27000-1 y OHSAS 18000-1 integral management system
- Assurance of the company's process framework under the e-TOM model
- Producing and presenting project status reports for upper level executives detailing budget goals, profit and overall objectives.
- Taking personal ownership of customer's issues, and follow problems through to resolution, ensuring complete and thorough solutions for both internal external customers

#### Achievements:

- ✓ Coordination of a portfolio of 30 strategic projects with direct impact on income assurance of 230 million USD and OIBDA with savings of 118 million USD, through prioritization and assignment of PMO resources.
- ✓ Alignment of the project portfolio and process framework with the general digital transformation plan of Movistar, by ensuring scope and the requirements of Fullstack, RPA and the digitalization plan.
- ✓ Complete certification of ISO 9000-1, ISO 140000-1, ISO 27000-1, OHSAS 18000-1 standards, thanks to the structuring of a matrix work model with the participation of management within the company.
- ✓ Implementation of the new service model of 600 thousand tickets per year on the Remedy platform, through the implementation of change management, training and statistical measurement strategies for more than 300 groups with 1500 employees.

### PROJECTS OFFICE MANAGER

 sept. 2014 – Jan. 2018

- Definition of strategic planning together with higher levels of the organization
- Completion of Progress reports for projects and strategic initiatives to the executive committee of Movistar Colombia and Regional team.
- Lead the Movistar Colombia PMO office and portfolio decision making through a team of 6 senior project managers.
- Align transversal projects with other operators in the sector.

#### Achievements:

- ✓ Assurance of savings of 53 million USD during 2015, which was recognized as the best regional practice at Telefonica, thanks to the efficient coordination of operational simplification projects.
- ✓ Assurance of 30 million USD in revenue from the plant, in data services during 2015.
- ✓ Leadership of strategic projects of infrastructure sharing with other operators, with benefits of 5 million USD in 2016.

## EDUCATION

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### TELECOMMUNICATIONS ENGINEER

Universidad Piloto de Colombia  
Bogotá | 2005

### SPECIALIZATION IN TELECOMMUNICATIONS BUSINESS MANAGEMENT

Universidad de Los Andes  
Bogotá | 2009

## LANGUAGES

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Inglés –Intermediate (B1)

## COMPLEMENTARY EDUCATION

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### Global Management Program

Instituto de empresa (IE) – Universidad Telefónica  
Barcelona | 2018

### Leading High Performing Teams Program

University of Oxford Leadership Academy –  
Universidad Telefónica  
Barcelona | 2015

### Diploma in Team Management

Universidad Javeriana | Bogotá | 2013

### PMP Certification Program

Escuela de Ingeniería Julio Garavito | Bogotá |  
2013

### ITIL V.3 FOUNDATIONS

Intelligent Training | Bogotá | 2011

## REFERENCES


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- José Antonio Correa  
CEO - LEGIS  
315-3679925  
[jose.currea@legis.com.co](mailto:jose.currea@legis.com.co)
- Felipe Cucalón  
VP Network Services (CTO) - Movistar  
315-3310727  
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## WORK EXPERIENCE

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### PROJECT MANAGER


 jan. 2011 – sept. 2014

- Responsible for managing the portfolio of supervised projects within the PMO, guaranteeing compliance in terms of scope, time, cost and quality, through the coordination of interdisciplinary teams and the administration of assigned resources.
- Construction of project charters, scope definition documents (SOW), project plans and balanced score cards of supervised projects.
- Management of budgets, human resources and associated communication plans.
- Measurement of performance, risk management and definition of mitigation and contingency plans, aligned with leaders, sponsors and other stakeholders.
- Compliance and application of PMI methodology.

#### Achievements:

- ✓ Execution of 3 projects associated with the regulatory compliance required for the assignment of the 4G spectrum in Colombia, with a budget of 24 million USD and savings of 1 million USD, through support for contracting suppliers, coordination of field activities, expenditure management and report management to the Ministry of ICT.
- ✓ Management of the project reducing 50% of the fixed operation churn, ensuring income protection of 3 million USD, thanks to the definition of billing event control models, improvement of times and adjustment to commission payment models.
- ✓ Coordination of the process of change of brand of Movistar, after the commercial merger of 2012, through the execution of a budget close to USD 7.5 million USD that allowed to ensure the unification of processes, the strategy of change management and the general re-branding of the operation, with a direct impact on more than 3500 employees.

### PROCESS CHIEF

 Oct. 2006 – Jan. 2011

- Coordinate a team of 6 process professionals to ensure the document model of processes based on e-TOM, as well as the execution of continuous improvement plans under the PHVA cycle.
- Ensure documentation and updates of the processes in the value chain: marketing, sales, provision, billing, customer service, support and maintenance.
- Guarantee the alignment of end-to-end processes.
- Diagnose and analyze root causes of defects in the performance of processes, to develop action plans for continuous improvement.

#### Achievements:

- ✓ Reduction of 80% of billing claims received by Telefónica's service channels, guaranteeing savings in the OPEX of service for USD 1 million USD, through the definition of control models based on billed customers.
- ✓ Consolidation of the operation in Colombia as the first in the Latin America region, achieving the lowest percentage of claims on the total of its billed plant, and also achieving the implementation of the best project practices in Telefónica Perú and Telesp in Brazil.