Galo Mejía

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**PROFILE**

Extensive experience spanning 17 years in development, delivery and implementation of telecom software solutions, covering a wide range of systems and services, in successfully completed projects around the world. Responsible for Project Management, planning, systems (hardware and software) deployment, acceptance testing, customer support and training. Strong skills in requirements gathering, documentation, testing, multi-system integration, detailed specifications and technical writing skills. Excellent verbal and written communications skills. Good relationship-building with Customers and Management. Able to coordinate among complex environments, virtual teams across countries, fields of expertise and cultures. Excellent ability to plan, prioritize and multi-task. Self-motivation, ability to work independently, service-oriented and highly organized. Ample experience in all aspects of the Telecommunications and Cable industries, and new technologies. I have worked in Telecom projects in the US, Europe, Middle-East and South-America.

**TECHNICAL & PROFESIONAL SKILLS**

Analytical:

* Project management and consulting expertise: Definition and preparation of technical project plans, recommending approaches, identifying resources, developing timelines, ensuring deliverables on-time and within budget. Plan and organize work and coordinate activities among different teams. Reporting internal and external status to Management and Clients.
* Requirements collection and documentation, business process analysis. Project viability analysis. Risk analysis. Ability to translate complex technical issues into compelling business benefits. Develop and deliver business and technical solutions to clients.
* Client Management: Conduct presentations, development and deliver proposals. Develop and manage client relationships. Support sales activities.
* Leadership skills: Manage diverse work teams. Direct, influence and monitor others. Strong ability to implement processes and process improvements. Ability to provide knowledge transfer; guidance, assistance and training.

Professional skills:

* Extensive experience working with leading players in the telecommunications and cable sectors, service and equipment providers. Exposed to a wide range of Telecom technologies, markets and trends, especially in the areas of OSS and BSS systems and enterprise networks solutions. Expertise in TMN systems principles (e-TOM framework, ITIL practices).
* Detailed understanding of Telecommunications services and processes and required system capabilities in support of enterprise, government, small/medium business and consumer services segments.
* PMO experience in IT integration, telecom service fulfillment, billing or CRM solution definition, design, development and delivery.

Systems, Applications, Tools and Technologies:

Expertise in Billing systems, OSS systems. CRM, TT, Order Management, Work flow and Mediation Systems. Data migration and system integration. Call Center and NOC operations. TCP/IP, Internet protocols. VoIP systems. Cable and Video Distribution technology. High Speed Data/Broadband. Unix/C/C++/Scripts. Oracle. Experience with SDLC. Testing tools and QA. Working Experience of both Agile and Waterfall development models and environments. Proficient in MS Office Suite, Outlook, Visio, MS Project and SharePoint.

PROFESSIONAL EXPERIENCE

**ProJECT MaNAGER. LeveL 3.** Broomfield, CO  **April 2014 – December 2014**

Project manager for an international Billing Migration project with LatAm. Agile environment. Working with IT teams, Business Analysts in North America and South-America, as well Stakeholders in 12 countries. Bilingual environment. PM leader.

**ProJECT MaNAGER.** Philadelphia, PA  **July 2011 – April 2014**

Consultant at Comcast. Project manager and Tester for a content delivery project. Working with Headend managers across the US for the deployment and testing of EBIF applications nationwide. Includes: readiness planning in each market, as well as execution of tests plans. Applications include TV Caller Id, remote tune and remote DVR functionality. Working in an Agile environment.

**MBA**. Colorado State University, Colorado **Dec 2010**

**CONSULTANT.** Colorado Springs, Colorado **Aug 2009 – May 2010**

IT consultant at Verizon. Business Analyst, part of a multi-tier systems team working in a Services Management Platform (OSS/BSS), to automate customer ordering fulfillment. We developed layover architecture from existing provisioning systems, to provide customers’ configuration DB and complete ordering life cycle (including Billing). We worked under ITIL and e-TOM standards. This platform is to cover all existing and future Verizon products and services. My job included design and develop architecture solutions for new products as they were integrated into the platform.

**CONSULTANT-TELECOMUNICATIONS.** Quito-Ecuador **Jan 2005 – Aug 2008**

**Telecommunications Project for the City of Quito-Ecuador. (Financed by the InterAmerican Development Bank)**. Lead the conceptualization, developed solution architecture, and managed the team designing a next generation telecommunications network for the city of Quito, Ecuador. Fiber Optics (SDH) and LTE based, included the state of the art telecommunications services: VoIP, data, and videoconferencing.

**MOJUIX NETWORKS (BOSTON BASED COMPANY).** Quito-Ecuador **May 2002- Nov 2004**

I was Tester and Project Manager, in charge of integration, testing and deployment of Mobile Applications for Telefónica de España in Ecuador. The applications included: market research, promotion campaigns services, and bar codes based SMS and MMS via Mobile phones (WAP Technology).

**Lucent Technologies ARGENTINA.** Buenos Aires, Argentina **2000 – 2001**

**Project Manager** responsible for planning and managing all aspects of the successful implementation of the Network Fault Management System (OSS) for telecommunications companies in Latin America and the Caribbean. Also included coordinating the employment and interface with Ticketing and Billing Systems (Billing, Order Management, CRM), for the Cellular Telcos in Argentina.

**Clients included ALESTRA (Monterrey, México), MAXCOM (México City, México), Telefónica (El Salvador), VESPER (Rio de Janeiro, Brazil), ATT-LA (Buenos Aires, Argentina), and MOVICOM (Córdova, Argentina).**

* Responsible for all aspects of the implementation and configuration, like surveillance, performance monitoring, alarm correlation, testing, diagnostics. All projects were completed successfully.

 Complete Deployment Planning, including the required hardware, software and DNC. MOP and SOW documentation. Mentoring and technical support to local teams and sales department members

 Major contributor for Solution Architecture in proactive proposals and RFI/RFP responses in the region (South and Central America).

**Lucent Technologies International**, Riyadh, Saudi Arabia **1995 – 2000**

**Project Manager**. TEP-6/GSM OS Project: This organization had end-to-end responsibility from Solution Architecture and SE to Deployment and Customer Acceptance of a wide range of Operations Systems to support the Transmission and Switching network for the Saudi Telecom Company.

* Responsible for planning and deployment of Lucent’s SDH provisioning OSS, deployed at the Saudi Telecom’s National Network Operations Center. Completed Customer Acceptance and booked revenue in excess of USD 13M.
* Led OS Deployment Team - Managed the complete installation of the system, including the required hardware, software andDNC, both in the laboratory of the company while performing tests, and later, in company’s facilities for final acceptance
* Project Manager for the complete deployment, including setting implementation and testing plans, MOP and SOW documentation, reports and metrics to local managers as well as USA LUCENT management in the US. As well as planning and coordination for putting the system into service, including the identification of required resources (equipment and personnel), loading the database, training personnel, etc.
* Responsible for integration of the Transport OSS into the NOC operations for the Saudi Telecom, including the Video Wall integration and trouble ticketing interface requirements first and implementation later.

**LuCENT TECHNOLOGIES/AT&T Bell Laboratories**, Columbus, OH-Alpharetta, GA **1990 – 1995**

**Member of Technical Staff**. Member of AT&T engineers team, in charge of the development and deployment of an integrated system for BELGACOM, the Belgium telecommunications company.

* Software developer in **C/C++**, Oracle and shell scripts under UNIX.
* Developed, documented and implemented the stage testing in laboratories in the US
* System deployment in Belgium, including hardware (100+ Work Stations), software, integration testing and acceptance by the customer and training for local technicians

**LanGUAJES:** Fluent in Spanish and English

**EDUCATION**

**MBA, Colorado State University,** Fort Collins, CO, USA

**M.Sc. Information and Computer Science. Georgia Institute of Technology.** Atlanta, GA, USA

**BSCE**, **Escuela Politécnica Nacional,** Quito-Ecuador.

**PMP Certification in progress.**