

BDM \$41,600

\$35,000 sueldo
28/04/17 ret.

PM Jr.

Personal Information

Name:

José Ángel Estrada Cavada

Date of birth:

February 11 1981 / Monterrey, N.L. México.

Address:

Centenario 457 depto. 107 Nextengo

Deleg. Azcapotzalco, Ciudad de México.

Móvil: 044 (55) 5504 7351

kabadh@hotmail.com

Telephone:

E-mail:

Traveling availability

Assertive interpersonal relationships, Leadership, Work under pressure, Decision-making, communication skills

Objective

Develop my skills, professional and technical experiences, creativity continuity within a world-class company.

Other Experience/Activities

Business strategy areas, IT, public relations or customer service, where I can apply my leadership and implementation strengths.

Education/Qualifications

Industrial and Systems Engineer

Universidad Ateneo de Monterrey / Monterrey, Nuevo León.

Employment to Date/Work Experience

Atento México:

• **Project Manager – (September 2014 – to date)**

Leader of a wide portfolio of projects related to software development, IT projects and implementation of new clients.

Responsible for costing, estimating and planning projects.

Preparing Project Initiation documentation.

Maintaining and completing Project Key Performance Indicators.

Writing detailed and summarized project progress reports.

Identifying, costing and processing any contract variations.

Tracking activities against the detailed project plans.

Updating project plans to include agreed changes.

Monitoring actual expenditure figures against project budgets.

Organizing and facilitating Project Steering / Operating Committees meetings.

• **Business Manager – (September 2013 – August 2014)**

Operational team management (coordinators and heads) for the different group branches (financial, HR management, insurance, consumer products) for Mexico and USA markets.

Finance management and control of finances, costs, budgets, KPIs.

Analysis and decision making for the improvement of indicators.

New contracts follow-up.

BCP management.

\$26,000 por nómina Prest-Ley
Sale por cambio lateral.

- **Operations coordinator – (2009 –2013)**
KPIs compliance assurance.
Management of operational and economic indicators.
Invoice Management and Generation.
Supervise, train and lead the team of supervisors.
Relationship with contracting client.
- **Operations project leader – (2005 –2009)**
New client processes implementation.
Atento–Client relationship management.
- **Operations supervisor – (2003 –2005)**
Service implementation process.
Customer Management – Atento.
Quality Assurance, KPIs Objective Compliance.
- **Customer care advocate (2001-2003)**
Customer Service and Attention.
Support in activating cellular equipment.

\$15,000 per nómina

prest. Ley.
Fondo de Ahorro.
Bono mensual.
Sale por
promoción

Teleperformance (2001)

Customer care advocate:

Sprint PCS:

Customer care.
Activation services.
Retention services.

Skills and abilities

13 years in development of new projects and lead work groups,
high tolerance to frustration, analysis and synthesis to solutions.
Skill as coach and motivator, use of creativity to see new options in
action plans.

Software:

Office (MS Project, Excel, Visio), Internet, NICE monitor, Avaya
administrator, etc.

Languages:

Fluent english skills

Cursos y Entrenamiento

- **Project Management** / PMI methodology pre-certification course / Intersoftware 2015
- **MS Project** / Project Management toolkit course / Findes 2015
- **Effective leadership and coaching delivery** / Leadership course in high performance groups and
coaching methods / Atento
- **English language:**
 - Conversational English course / Learnex / Mexico City
 - English course / Praxis Center / Monterrey