



# José Ramón Romero Roldán

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M.Sc. in Telecom Engineering & Executive MBA with 25 years' experience (4 overseas) in Consulting and Delivery Management, having worked as SW Dev, System Integrator, IT Consultant, Quality Manager, Bid/Presales Manager, Project & Portfolio Manager, Engagement Manager, Account Delivery Executive, Delivery Management Excellence Lead, Technical Delivery Manager and now, Delivery Management Manager in Azure Cloud & AI, leading a highly skilled international team of Project Managers to deliver the best Azure solutions and services to our top customers in Portugal and Spain.

Reputed Delivery Manager with strong focus on Portfolio Governance and financial & Risk Management. I also lecture on Project Management in several MBA programs since 2010. I'm an experienced and influential leader with strong business and financial acumen, communication, interpersonal and leadership skills, with strong customer and people focus, analytical, methodical, growth mindset and with a go-do results-driven attitude, striving for excellence and quality. I am an IT professional who enjoys applying my consultative and leadership skills and passion for technology to solve customer and business needs and a reliable and effective leader and manager with passion for developing people and high performing teams, experienced in driving change and getting my teams to perform top results.

## QUALIFICATIONS

2006-07 – **Executive MBA**. [ESIC BUSINESS & MARKETING SCHOOL](#) (with honors)

1989-96 - [Bilbao Technical School of Telecommunication Engineering](#) (University of the Basque Country). **M.Sc. Telecommunications Engineer**, speciality **Telematics** (Final Project grade: 9.5 over 10)

1977-89 - [Basauri School](#) - Primary and Secondary education. Graduated with Honors (7 A+, 1 A). Top of Class

## MAIN CERTIFICATIONS

**PMP** – Project Manager Professional by the [PMI \(Project Management Institute\)](#) (Cert #532681)

**Certified Project Manager** by the International Project Management Association: [IPMA](#) level D (Cert SP.03.D.144)

**Adoption & Change Management Practitioner** by [PROSCI](#)

**Certified Six Sigma Lean Greenbelt** by [Juran Institute](#)

## WORK EXPERIENCE

**Jan 08 – Present: [Microsoft Consulting Services](#) Current Role **DMM – Azure Cloud & AI****

- *Jan 21–Present* **Delivery Management Manager - Azure Cloud & Artificial Intelligence- Spain & Portugal**

Responsible for ensuring the project portfolio is proactively managed and executed effectively, through Practice Management (encompassing business management practices such as planning, forecasting, governance and cost management), Delivery Management (focused on continuous improvement across delivery fundamentals, including portfolio optimization), being accountable of revenue, margin and health for a portfolio of around 70 projects and programs and by leading a team of Project Managers, providing them with thoughtful coaching, role readiness, career development and enrichment.

- *Jul 20 – Dec 20* **Technical Delivery Manager - Azure Cloud & Artificial Intelligence - Spain & Portugal**

Led an international team of highly skilled Consultants to serve our Customers and drive successful consulting delivery execution through team preparedness, precision delivery, overall utilization and high customer/partner satisfaction in a cost-efficient manner. Along with my people management function, developing, mentoring and leading a high performing team of nearly 30 Consultants, I was the Country Business Manager of Azure Cloud & AI for Spain and Portugal, overseeing workforce and capacity planning, staffing forecast, being responsible for billable utilization targets, and revenue, efficiency, delivery quality and customer satisfaction related topics.

- *Oct 18 – June 20* **Technical Delivery Manager - Data & Artificial Intelligence Domain - Spain & Italy**

For nearly 2 years I led the Data & AI Consultants and Premier Field Engineers team in Italy & Spain. During my tenure we grew the business in these 2 countries in the Data & AI space. I personally hired and onboarded 15 new people in both countries and contributed to the PCB, NWS and ACR growth in both countries.

- *Dec 15- Sept 18* **AA Delivery Management Excellence Lead** at WE AHQ

Accountable for WE **CPE** (Customer and Partner Experience) Metric (**Customer satisfaction**), as well as **Portfolio Health** of all WE Portfolio (**+800 projects**, around **300M USD** in yearly revenues) working in partnership with the 12 WE Subsidiaries and our 5 Domains Delivery Management teams, with the aim to gain insight and reduce our portfolio Risk and to **increase profitability and customer satisfaction**. As member of WE Headquarters Services Team, I **led the WE AAD DMM community** and I also run several **Change Management** programs and initiatives, having been awarded for my contribution to the **transformation** of our Services Delivery Organization (Microsoft Digital Services & Success **Award Winner** - FY18 Q1)



- *July 15- Dec15. Pr. Account Delivery Executive* Microsoft Consulting Services (MCS), Public Sector Spain  
The Account Delivery Executive (ADE) is an account aligned Services delivery leader accountable for end-to-end service delivery, sales support and customer relationship management in our Top & selected Relationship accounts. As ADE for our top relationship Public Sector accounts in Spain I was accountable for all Microsoft Services delivery management and delivery resources (MCS, Premier, and Enterprise Strategy) providing services to my customers, being responsible for end-to end services strategy, Customer Satisfaction and profitability.
- *April 09- June 15. Engagement Manager* (Sr. and Pr.) Microsoft Consulting Services (MCS), Public Sector.  
Responsible for engagement delivery quality and customer satisfaction by structuring and managing deals through completion. Responsible for revenue recognition of portfolio in several customers. Key role in presales, building and driving the team that will produce the final proposal to the customer. EM is responsible of escalating the deal through the internal channels to get the required approvals for deal financials & conditions, and for ensuring a smooth transition of the delivery to the customer and/or Microsoft Support Organization.
- *Since April 2013* until I joined WE AHQ, I was also **Project Excellence Community Lead** for Western Europe, with the goal to drive and foster a Project Excellence culture in WE, by increasing the use of Delivery and Project Management best practices, introducing and fostering Risk Management Practices, gaining insight of the risks in our WE Project Portfolio and supporting local project teams in tough projects. As part of this role, I setup and co-led the **WE Project Review Board** of complex projects.
- *Jan 08- April 09. Senior Project Manager* Microsoft Consulting Services (MCS), Public Sector. Responsible for engagement execution within a Statement of Work on time, on budget, and according to customer specs

**MS Awards:** Great People, Great Performance FY09-Q3 & FY10-Q2, Circle of Excellence Gold Club Award 2010, CPE Champion FY12-Q3; Microsoft Digital Services & Success Award Winner - FY18 Q1; #BetterTogether FY20-Q1

**Speaker at TR9:** SOLN313 The BISCAYTIK Project Citizen Services Platform Offering in a Real Life Project

**Speaker at TR23, PjM Track:** Project Excellence: How to do it right: increase your project success rate and excel in project delivery! PJM204 (July 2016) where we shared lessons learned and best practices from Project Reviews in EMEA. One of the best rated session at the PjM track

**2010 – Present:** [ESIC BUSINESS & MARKETING SCHOOL](#). **Lecturer on Project Management** in EMBA programs

[Coauthor](#) of 2 technical notes on PM: "[Gestión de proyectos desde la propuesta al cierre](#)" (*Project Management, from Proposal to closure*) and "[Planificación y control de proyectos con MS Project 2016. Caso Práctico](#)" (*Project Planning and Control with MS Project 2016. A Practical Case*)

**Nov 01 – Dic 07:** [Unisys Spain](#). **Bid/Presales Manager, Project Manager, Quality Manager, Six Sigma**

- *Nov 06 – Dic07:* [Endesa](#) (Enel Group) **Senior Manager** in the IT department as Unisys consultant. Responsible of several projects such as defining the IT Strategy Map, identifying indicators, Balanced Scorecard, Management Reports, IT Governance model based on ITIL and COBIT, Value Management, etc.
- *Jan 03- Oct 06:* **Bid Manager** for the Telco Industry in EMEA. Response Mgmt, planning and control, resource Mgmt, bid scheduling, cost Mgmt and leading the approval process within Unisys. **Six Sigma Lean Greenbelt**.
- *Nov 01- Dec 02:* **Project Manager** and **Quality Manager** in the **Madrid Center of Excellence**.

**Set 98–Oct 01:** [Storm Technology Ireland](#). Microsoft Partner specialized in client/server and Internet SW dev.

**SW Engineer, PjM Manager, Account Manager.** Participation in the definition of Storm's standards & procedures.

- *Sept 98– Dec 99.* **Software Engineer.** Technologies/Platforms used: ASP, JScript, VBScript, VB, Crystal Reports, MSSQL, Oracle, NT and IIS. Project Leader for several projects. Main customers: COMPAQ, DELL.
- *Jan 00–Oct 01.* **Project Manager.** Main Customer [Microsoft Ireland](#). Project: **LocTrax** (Localization Tracking Tool) Web based n-tier distributed application for tracking and managing the localization projects information. Technologies/Platforms used: ASP, XML, DHTML, CSS JScript, VBScript, VB, COM+, SQL 2000, W2K and IIS 5. **Microsoft Account Client Solutions Manager.**

**Jul 96–Set 98:** [AIRTEL Móvil \(Vodafone Spain\)](#) *Telecommunications Software Development Centre* (CDST), Information Technologies Department. **Software Developer, Project Analyst, Project Leader**

- Development of new applications for Airtel's Billing System. UNIX and VMS environment.
- Member of the team responsible for implementing the Billing System of Telecel Comunicações Pessoais ([Vodafone Portugal](#)) with **AMS** (American Management Systems, now part of [CGI](#)) in Lisbon.
- Project leader in the Lotus Notes area. May–Dec 97. **Project Manager.**

**Oct. 94 - Nov. 96:** *Electronics & Telecommunications Dep.* (Signal Processing Group) [Bilbao Eng. School](#).

Final Project: *PC Board with two DSPs for the Real Time and Simultaneous Measurement of two Parameters of the Quality of the Electrical Signal.* Final qualification 9.5 (over 10)

## LANGUAGES

- **Spanish:** Native Speaker

**English:** bilingual (Has lived and worked 3+ years in Ireland)