

# JEFFERSON ARBOLEDA

Madrid, Spain

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## SUMMARY

Bachelor's degree in computer science and master's in computer science. I manage a team of 30+ consultants working in 10+ IT projects. With a strong customer focus, I was a business analyst for Amadeus (travel industry) and a Full Stack Developer. Professional Scrum Product Owner, Microsoft Data Analyst Associate, preparing for PMP exam.

## EXPERIENCE

### ALTEN SPAIN

MADRID, SPAIN

BUSINESS DEVELOPMENT MANAGER

JAN 2021 – PRESENT

- Initiated, managed, and monitored IT projects and services (€1.5M yearly turnover, €430k gross profit). Customers: Bank of Spain, National Institute of Cybersecurity, Ministries (Financial and Civil Service, Territorial Policy).
- Studied business opportunities based on RFPs, delivering technical and economical bids for suitable opportunities.
- Business development: led meetings with key accounts, identified their needs and provided solutions and services.
- Built dashboards to track projects' KPIs, using Power BI and various data sources.
- Managed 30+ consultants in 10+ cross functional projects, following up on their needs and career progression.
- Managed the cost and budget of my unit: P&L, profitability. Used Excel and Power BI to monitor company targets.
- Negotiated, acquired, and deployed software licenses from international providers for my customers.
- Worked closely with transversal teams, being the leading POC for all actions: Legal, Billing, Financial, HR.

**Competencies:** Accounting, Hiring, Bidding, Negotiation, Excel, Power BI, Jira, Remedy, Word, PowerPoint.

### ALTEN FRANCE

NICE, FRANCE

PRODUCT DEFINITION ANALYST (CLIENT: AMADEUS, PRODUCT: MOBILITY AND INSURANCE)

OCT 2017 – JAN 2021

- Collaborated with stakeholders (Sales, PMs) to gather business requirements and translate them into working IT solutions, achieving a 100% volume increase in a fast-paced B2B migration (Expedia.com, Priceline.com).
- Travelled with sales team for pre-sales purposes (Priceline.com, US), bringing expertise about the product and deep diving on its capabilities.
- Guided customers and mobility providers to optimize WBS API usage, configuring the product to fit their needs.
- Gathered data insights to drive prioritization of items in the team's backlog, using internal APIs and Python.
- Was the facilitator of the maintenance team for eight months, achieving over the target on opened records by the end of year, and taking ownership of maintenance tasks for two different products (C++ based).

**Competencies:** Python/SQL, Splunk, WBS, API, C++, Jira, Scrum, Kanban, Specifications writing, Functional testing.

### TCSET

ALBACETE, SPAIN

FULL STACK DEVELOPER

FEB 2015 – SEP 2016

- Prepared technical offers for potential e-commerce customers, bringing their business online, or migrating it.
- Managed the full cycle of 12 projects, from gathering requirements to maintenance and customer training.
- Developed custom PHP modules for Magento e-commerce platform.
- Optimized SQL data handling to improve catalog updates over +100k products for our own e-commerce portal.
- Reduced incoming weekly tickets by 40% by creating customer ready documentation about our products.
- Reduced downtime to virtually zero by re-engineering and simplifying company's processes.
- Managed domains owned by the company (100+) and migrations between public cloud providers.

**Competencies:** SQL, PHP, JavaScript, CSS/sass, Bash, Magento, Jira, SDLC, Product Ownership.

## EDUCATION

UNIVERSITY OF CASTILLA-LA MANCHA

ALBACETE, SPAIN

MASTER'S IN COMPUTER SCIENCE (DATA SCIENCE)

2017

UNIVERSITY OF CASTILLA-LA MANCHA

ALBACETE, SPAIN

DEGREE IN COMPUTER SCIENCE

2011 – 2015

## CERTIFICATIONS

- **MICROSOFT CERTIFIED DATA ANALYST ASSOCIATE.** CREDENTIAL ID I038-9708.
- **SCRUM.ORG: PROFESSIONAL PRODUCT OWNER I.** CREDENTIAL ID 737419.

## LANGUAGES

**SPANISH** (NATIVE); **ENGLISH** (C1 – CAMBRIDGE CAE: CERTIFICATE IN ADVANCED ENGLISH, 2017); **FRENCH** (CONVERSANT).