

IZABELA VILLANUEVA

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OBJECTIVE

Strategic, hardworking and well accomplished professional with proven 20-years of successful track record in technical and business analysis; a technical professional with solid record of accomplishment developing and maximizing new business in the areas of administrative management, telecom voice techniques, and production management skills and experience. An expert in setting up organizations and optimizing operational efficiency and productivity. Fluent in English and familiar with the Spanish language.

KEY ATTRIBUTES

- ◆ Extremely effective marketing and relationship-building skills; adept at assessing people and responding to their unspoken concerns and personal styles
- ◆ Demonstrated an entrepreneur mind set through all the functions that were performed in a startup mode, product launching and business support, worldwide deployment and creation of business cases
- ◆ Proven team builder and leader in line management positions with the ability to motivate and direct staff; recognized in establishing and communicating a strong customer service focus
- ◆ Hard working, tenacious and resilient, with a strong ability to focus on long-range goal achievement combining research and analytical skills; proficient in 20-20 Design Software

PROFESSIONAL QUALIFICATIONS

Technical Proficiencies

- Micro-computer - MS/DOS, Windows NT and associated software
- Maintain of databases (CLIPPER, INGRES)
- Network Monitoring and Management (DEC Stations 4750 - Ultrix, SUN 4755 - Solaris, Omni Vista 4760 -NT)
- Very Large PBX network (A4300VL, OmniPCX 4400)
- Power Control and Security Systems (GTC), EJP

Project Management Skills

- Extensive experience as a project planner designing and managing both small and start up projects
- Excellent communication skills; strong decision-making and multi-tasking capabilities
- Completed courses in network supervision, telephony management, team management, installation and administration, and project management

PROFESSIONAL EXPERIENCE

KEY ACCOUNT MANAGER/SR. GLOBAL PROJECT MANAGER: 2006 - PRESENT

Alcatel CSBU, USA

- Manage critical accounts for CSBU; ensure profit for various projects and guarantee pleasant relationship among players, managers, business partners and technical teams involved
- Monitor pricing of large deals and shield offers; transactions range from \$20M to \$150M, Countrywide, UPMC, Advocate Healthcare, and many other

INSTALLATION MANAGER: 2004 - 2005

Alcatel eIND, USA

- Took charge of the deployment team on one project wherein the flow of installation increased dramatically. The team was composed of project managers, technicians and engineers

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- Duties included schedules, reports, quotations and follow up on customers as well as billing, purchase request, invoices, and relationship with third party vendors

GLOBAL PROJECT MANAGER: 2002 - 2003

Alcatel Internetworking, USA

- Promoted in preparation to the foundation of the team that we'll deploy the remainder of the Advocate Healthcare network, 25 sites with 30,000 users

TECHNICAL CONSULTANT/TEAM LEADER: 2001 - 2002

Alcatel Business System, USA

- Relocated to Chicago, Illinois, USA and organized the foundation of the Advocate Healthcare VoIP network
- Defined the standards for deployment with the customers
- Full responsible with 47 sites of technical challenge with 40,000 users

TECHNICAL MANAGER/TECHNICAL ENGINEER: 1999 - 2001

Alcatel Business System, USA

- Moved to the USA and launched the OmniPCX 4400 hot-line in Acton, MA
- Supported the customers, and mentored a technical team

SYSTEM EXPERT IN VOICE MANAGEMENT SYSTEM/TECHNICAL MANAGER: 1996 - 1999

Alcatel Business System, France

- Worked on the creation of a hotline for the Alcatel 4755 product, built on a SUN station platform and managed the engineers that were dedicated to that hot line
- Developed Telecom projects with R&D in Germany

ENGINEER, LARGE VOICE NETWORK: 1991 - 1996

Alcatel Reseaux Enterprise (ARE), France

- Supervised a team of 5 technicians for the purpose of installing and maintaining a product of voice management system
- Provided technical support being an expert in large voice system, 4300VL

FIELD ENGINEER: 1988 - 1991

Intelligent Habitat System (HIS), France, PARIS 13 ème

- Directed a team of 7 technicians for installation and maintenance of large project
- The system managed a power plant and the security of a large mall

PROJECT TECHNICIAN: 1985 - 1988

Alcatel Compagnie Generale Automatisme (CGA), France

- Accounted for the integration and test of the system installed in different countries including toll subway system, gates, and ticketing machines; as well as installation in Egypt

EDUCATION

DEUG MASS IN MATH INFORMATICS, 1989

IUT Paris 8ème

(BTS) ELECTRONIC MASTER, 1985

Lycee Jacquard Paris 19 ème

BACHELORS DEGREE F2, ELECTRONIC, 1984

PROFESSIONAL TRAINING

Training on OmniPCX 4400, Call Center, Unified Messenger, Omni Vista 4760: 2000 -2001

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Training Course on Windows NT 4 Server and Workstation: 1999
Telephony Trainings, Télématic, RNIS, PBX (4300VL, OmniPCX 4400): 1991 - 1998
Training SUN: Installation and Administration under Solaris 2.x of SUN stations
Training on Network PBX Supervision
Training Language C (VILLEGENIS -MASSY): 1987
Field Engineer Training on Electronic and Industrial software: 1985

PROFESSIONAL AFFILIATIONS

Alcatel-Lucent, *Senior Project Manager/Key Account Manager*

ACTIVITIES

Doing Fund Raising for MS, Multiple Sclerosis through my website <http://www.dvdhd.com>