

JOSE LOPEZ

827 Hayes St., San Francisco, CA 94117 | 412-209-5690 | chema.lopezp@gmail.com | www.linkedin.com/in/chemalopez/en

Senior back-end engineer & tech manager with 8+ years of experience in software development, product management and enterprise technology analysis.

PROFESSIONAL EXPERIENCE

Sutherland Labs

Senior Engineer, San Francisco, CA (USA) May 2016– onwards

- Prototyped and showcased the new services portfolio from the Innovation Labs division.
- Developed customer service chatbots (60K+ monthly users) with 20% deflection rate.
- Built in NodeJS and ReactJS, hosted in AWS and includes CRM and social media integrations, a dashboard for data analysis and a customizable web widget.

Airbus Group

HR Information Systems Engineering Manager, Sevilla (Spain) Jul – Dec 2014

- Led and coordinated an outsourced development team for Spain (4 FTEs, ~1M€ budget).
- Pioneered agile methodologies in order to improve delivery rate and satisfaction.
- Launched continuous improvement Lean practices (5s, visual management, problem solving).

HR Information Systems Program Manager, Sevilla (Spain) Apr 2011 – Jun 2014

- Re-engineered corporate business processes for simplification, automation and increased performance.
- Delivered a set of ECM tools to generate and archive HR documents for 12000+ employees.
- Strengthened collaboration between in-house and offshore teams in HR, IT and manufacturing.

NGA Human Resources

SAP HR Consultant / software developer, Granada (Spain) Sep 2009 – Apr 2011

- Developed ERP software and customized SAP HR solution for NGA's French clients.
- Trained and mentored newcomers to growth the nearshore team from 2 to 10 consultants.

EDUCATION

Carnegie Mellon University, Pittsburgh, PA (USA) Dec 2015

MSc Technology & Innovation Management GPA 3.91 / 4.00

- Strategy, product management, business analysis (market, risk, finance, supply chain, R&D).
- Interned at **United Nations Industrial Development Organization** during summer 2015, analyzing business ecosystems to increase innovation in Latin America.

ETSI de Telecomunicacion, Universidad de Malaga (Spain) Nov 2009

BSc+MSc Telecommunication Engineering Top 15%

- Electronics, IoT, software engineering, radiocommunications, networks.
- Built an Interactive Whiteboard using a Wii Remote Control for an innovation project.

AWARDS & ACTIVITIES

- Earned a **Talentia scholarship** and an **Erasmus scholarship** to study in USA and France.
- Volunteered into **Airbus Future Leadership** training program.
- Developed **startup business models** as *Entrepreneur Mentor* at Bridge for Billions, Inc.

LANGUAGES & SKILLS

- Spanish (mother tongue), English (fluent), French (fluent), German (elementary).
- Node.JS, ReactJS, NLU, GraphQL, TypeScript, Python, SQL, MongoDB, Docker, AWS, Heroku.
- Technology strategy, business analysis, process re-engineering, project management, international development, ERP implementation.