

Marcial Rivero

Senior Program Director. PMP. MBA. MPM.

+25 years of experience providing high-quality services in Program Management focusing on customer engagement, business development, and profitability across markets in the Americas and Europe.

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WORK EXPERIENCE

Toptal, Remote: Director of Project and Product Management

Jul 2021 - PRESENT

Provided the best resources to customers successfully facing their deployments, achieving 60% revenue growth YoY during 2021.

Successful new product development aligned with the company's OKR and strategic goals.

nae, Costa Rica: Program Director

Jul 2017 - Jul 2021

Drove the project team to complete the deployment 1 year ahead of schedule, achieving \$650,000 in savings, by applying agile methodologies.

Implemented selling initiatives during 2020, that granted an 82% revenue increase by building solid relationships with stakeholders and creating new revenue streams delivering value-added services and achieving strategic objectives.

Empowered and encouraged the organization to win 2 international industry awards (WIFI NOW 2019 and WBA 2020) in consecutive years based on the project's outcomes.

at&t, Mexico City: Customer Operations Manager

Nov 2015 - May 2016

Designed, led, and implemented an optimization plan to improve main telecom networks' KPIs by 30% in 2 months by using Big Data, Analytics, and audits tools.

Achieved project profitability by optimizing resource utilization through lean practices.

SKILLS

Certified PMP.

Perpetual learner.

Agile methodologies

PMO implementation.

Customer-centric approach.

Business Development.

Servant Leadership.

Financial planning.

Product development

Kanban and Scrum practitioner.

Disruptive thinking.

Digital Transformation.

SW TOOLS

MS Project

Trello

Asana

Suite Office 365

Jira

PowerBI

Slack

MS Planner

GSuite

AWS.

LANGUAGES

Spanish - Native

English - full proficiency

Portuguese - working proficiency

Nokia, Bogotá, Quito: Project Director

Feb 2013 - May 2015

Performed as Head of Services for Delivery, Tech Support, and Optimization Telecom projects for the market leader in Colombia and Ecuador.

Implemented lean methodologies that produced a 38% project cost reduction.

Achieved business profitability and new business opportunities, earning \$34 million in revenue in 2015.

Nokia, Remote: Sr Project Manager

Aug 2011 - Jan 2013

Led a multidisciplinary team deployed in Mexico, Peru, Chile, Brazil, and Argentina that implemented a distributed regional network management system to support regional markets across Latin America, in time and within budget.

EDUCATION

Rochester Institute of Technology, Virtual: Master in Project Management

Jan 2019 - Aug 2019

Universidad Metropolitana, Caracas: MBA

Mar 2003 - Nov 2005

Universidad Simón Bolívar, Caracas: Electronic Engineering

Sep 1993 - Nov 1999

CERTIFICATIONS

Project Management Institute. Project Management Professional (PMP)

PROJECTS

SUTEL/FONATEL (Costa Rica), **AT&T** (Mexico), **Telefonica** (Venezuela, Colombia, and Ecuador), **TIM** (Venezuela, Peru), **VODAFONE** (Spain), **Americamovil** (Colombia), **Oi Telemar** (Brazil), and **Nextel** (Mexico, Peru, Brazil, and Chile).