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## KEY STRENGTHS

Thrive in challenging & demanding environments

Add value through strong technical/engineering background and 30+ years of Program & Project Management experience

MS-Project Super User, committed to detailed and effective Program/ Project scheduling

## SKILLS

People Management

Leadership

Negotiation

Conflict Resolution

Emotional Intelligence

## EDUCATION

INDUSTRIAL ENGINEERING, MAJOR IN MANAGEMENT INFORMATION SYSTEMS AND OPERATIONAL RESEARCH

University of Santiago | Chile | 1982

## CERTIFICATION

IBM Project Manager Certification

Systems Integration | IBM Australia|2000

## RECENTLY UPDATED DEVELOPMENT SKILLS

Python Programming

Web Development

AI and Machine Learning Coding

# Luis D. Jimenez

IT PROJECT & PROGRAM MANAGEMENT

## PROFESSIONAL SUMMARY

- Experienced IT Program Manager with a proven track record in delivering Complex IT Solutions involving the integration of multiple technologies, systems and business processes.
- Highly adaptable having worked across cultures, across varying project environments and industries covering Banking, Insurance, Telecommunications and Government, and in multiple geographies including Australia, Thailand, New-Zealand, Singapore, China, India and Malaysia.
- Transformative leader with the ability to mentor individuals and teams. I possess the energy, enthusiasm and motivation to lead project teams through challenging situations into success.
- Effectively manage implementation teams ranging from small groups of 5-7 professionals, to teams comprising of over 200 people distributed in multiple locations/countries.
- Experienced in a variety of project management methodologies including Waterfall, Agile and Scaled Agile, Custom Software Development, Infrastructure Set-up, Data Migration, Package Enablement, CAD, Integration.
- Possess a powerful blend of technical and business skills which makes me very effective in engaging with every level in the organisation. I am continuously learning and further developing my skills in new technologies and development techniques
- All of that with good humour and outmost respect for all involved. I am team builder and team player.

## PROJECT/PROGRAM MANAGEMENT EXPERIENCE

### Australian Department of Defence

5/2019 - 12/2019

#### Project Manager

- Primary lead for the National Spatial Information Management System (NSIMS) replacement project. Based in Canberra, delivered the Requirements and Design Phase of a new system to collect, store and display spatial and non-spatial data related to Defence Estate & Infrastructure across Australia and Overseas. The new system will be built upon a modern platform consisting of SAP Geo, ESRI and Objective.

### IBM Thailand

11/2016 - 3/2019

#### Program Executive

- Head hunted to work for Bangkok Bank to manage their Contact Centre Replacement. Renegotiated, recovered and delivered the replacement of an existing Avaya system in the Bank's Contact Centre with a modern platform consisting of Cisco UCCE, Citrix Web-based Agent Desktop, Voice and Image recording and Fax services. This new platform is integrated with Bank's Core Legacy Systems using Web Services. This project involved the implementation of the technical infrastructure and re-engineering of the business process for the Credit Card and for the Personal Banking Divisions. All three major releases were implemented successfully with minimal disruption to the business. The last major release was completed in early 2019 and the project is now in the BAU support phase.

### IBM Australia

4/1989 - 10/2016

#### Project Manager and Program Manager/Executive

- Recovered and delivered the Contact Centre Replacement for Bangkok Bank, Thailand 2015 -2016
- Recovered and delivered Middleware Consolidation for Schweppes and Asahi Beverages Australia across Australia and India 2014 – 2015
- Implemented QGC Journey Management Project for Queensland Gas Company | Australia | 2013 – 2014
- Planned and implemented NBN Shared Security Services | National Broadband Network | Australia | 2011 – 2013
- Planned and delivered the Electric Thinking Program | Energy Australia | Australia / India | 2009 – 2011
- Planned and delivered Customer Management and Billing Systems | Vodafone | Australia / New Zealand | 2008
- Planned and delivered Perimeter Switch Infrastructure | National Australia Bank | Australia | 2006 – 2007
- Recovered and delivered the Personal Insurance Core Application Replacement | Great Eastern Life |Singapore / China / Malaysia | 2004 – 2006
- Planned and delivered Front Line Management Development | Telstra | Australia | 2002 – 2003
- Recovered and delivered Optus Mobile Number Portability (MNP) Program | Optus | Australia / India | 2000 – 2001
- Delivered Wheatstone Integration & Data Visualisation Project | Chevron | Australia | 2013
- Recovered and delivered Asset Management Capability Project | Northern Territory Power and Water Corporation | Australia | 2013
- Planned the Bangkok Bank Transformation Program | Thailand | 2013
- Planned and Delivered Freight Futures Program | Qantas Airways | Australia | 2008
- Recovered the e-Tax Project | Australian Taxation Office | Australia | 2007
- Intervened and recovered Systems Integration Project | Provident Fund | Singapore | 2004
- Developed IBM business by managing tenders and proposals in addition to managing/reviewing in-flight projects.