

LUIS NARANJO

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OBJECTIVE

- Service-oriented Project or Account manager
- Sales and Commercial manager for Latin American market

PERSONAL CAPABILITIES:

- Strong initiative to achieve goals
- Ability to manage various projects for multiple customers
- Excellent team player with good interpersonal and communications skills
- Open to learn new topics and invest long working hours
- Willingness to travel abroad
- Excellent knowledge and understanding of the Latin American market

EXPERIENCE



2000- Present

Telephone and Data Systems Ltd. (Two positions)

2007 - Present

Global Services Division, Hardware Services Team Leader

- Repair quotations
- Leading the professional services team, to support the post sales activities
- Managing all issues related to service activities, warranty policy and customers' service contracts

Main Achievements:

Reduction of 35% from the division budget, maintaining customer service satisfaction

2001 – 2007

Commercial Desk Manager

For Latin America, Spain, Portugal.

- Sales logistic for incoming orders / projects & forecast to several accounts
- Involved in tenders, proposals, Projects and Contracts
- Continuous contact with Customers and Agents
- Processing contracts and orders in coordination and communication with PM, SC, export, Finance and legal divisions
- Ongoing monitoring of meeting the customer demands
- Informing status and reporting on different projects in the region assigned
- Supporting credit / collection and treasury departments

1994 – 2000

Digitel GSM , S.A. - Sales Engineer, (Venezuela)

Digitel 3G is a mobile phone company in Venezuela, and the country's first to deploy a GSM network and to establish a per second charging scheme

- Development and management of the relationship with TDM, DWDM, SDH, telecommunications and other protocols
- Marketing and sales strategies definitions
- End-to-end sales process (marketing, presale, quotations, tenders, close sales and contract execution)
- Managed over 60% of the company's sales revenue

Achievements:

Managed to considerably increase the company's sales and market position

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EDUCATION AND ADDITIONAL STUDIES

M.S. in Industrial Engineering, University of America (Venezuela)

Courses:

ERP and CRM – Oracle

Introduction to Networking

Basics of Telecom (Introduction to Telephony - Mobile Communications –
Data Communications – Broadband and Convergence of Services)

Microsoft Office

Marketing and Sales Strategy

Strategic Planning

TDS - USA

TDS - USA

LOGTEL – USA

USA

Venezuela

Venezuela

Languages:

Spanish - Mother tongue

English - Mother tongue level

Recommendations: Available upon request

Marital Status: Married + 2

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