
Jesús NUBIOLA CERVERA

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EXPERIENCE

- 2012 – present **Operations Manager at [Xarxa Oberta de Catalunya S.A.](#)**
Reporting to the COO.
In charge of a team of 13 senior and junior engineers.
Managing a budget of around 1.5M €
- Proposed and implemented a new collaborating tool in the company for sharing information and coordinate interdepartmental projects and manage providers' contracts.
 - Applied agile techniques (Kanban boards, mind maps...) and productivity hacks (no-meeting-Wednesday, Pomodoro technique, walking meetings...) within the team so as to achieve goals (you can get more done by doing less).
 - Reduced by 35% OPEX of main providers thanks to renegotiation of maintenance contracts.
 - Designed and implemented new SLAs, OLAs, UCs and KPIs (among other metrics) in order to better measure the performance of the company and act in consequence (what can't be measured can't be managed).
- 2011 - 2012 **NOC Manager (set up) at [Xarxa Oberta de Catalunya S.A.](#)**
In charge of a team of 8 engineers.
- Designed and implemented Xarxa Oberta's NOC (Network Operations Center) which supervises and maintains all services provided by Xarxa Oberta, on all technologies, 24/7.
 - Supervised level 1, 2 and 3 resources and work parallel with Engineering and Deployment teams.
 - Developed and completed periodic performance reviews for NOC technicians
- 2010 - 2011 **Network Engineer at [Mediapro S.A.](#)**
- 2007 - 2009 **CCNA Instructor and researcher at [La Salle Barcelona- URL](#).**
- Assisted tutors preparing their classes and substitute them in case of absence.
 - Taught students how to use our networking laboratories and their equipment.
 - CCNA instructor at La Salle BES. "Máster en Redes y Servicios de Telecomunicación."
 - Assisted PhD Student [Àlex Vallejo](#) in his Thesis (Networking related).

EDUCATION

- 2006-2009 **MSc in Computer Science at [La Salle Barcelona URL](#) .**
GPA: 7.08 out of 10.
Final Thesis graded with honours: "[Management of core networking nodes in a telco operator environment.](#)"
- 2003-2008 **BSc in Computer Science at [La Salle Barcelona URL](#).**
GPA: 7.43 out of 10.
Final Thesis graded with honours: "[Studying MPLS DS-TE networks in GNU/Linux Enviroments.](#)"

LANGUAGES

- Spanish and Catalan Mother tongue.
- English Advanced. [Certificate in Advanced English](#) (CAE) - June 2010.

CERTIFICATIONS

ITIL foundations v3 (2014) // ISO IEC 20000 (2013) // English CAE (2010) // Cisco CCNA (2005) // Cisco CCNP (2008).