

ALEJANDRO KLURFAN

MSEE, MBA, PMP, ITIL, CSM, CISM

Sr. bilingual, multicultural, detail oriented and self-starter Leader passionate in the optimization of company's operations throughout the implementation of business processes throughout a continuous business improvement approach.

Career Summary

- Developed IT strategic planning and roadmap implementing innovative and cost-efficient enterprise architecture.
- Transformed organization culture from multiple silos to an efficient people-oriented process.
- Created and implemented multiple business processes increasing revenue and reducing employee turnover.
- Focal point for business units for implementing cost effective and innovative processes and technologies.

Critical Skills/Certifications

- PMP, ITIL, Six Sigma Green Belt, Certified Scrum Master, QMS, CISM, Governance.
- Computer Skills: MS Office, MS Project, Jira, SAP, Visio, Smart sheet.
- Languages: Spanish, fluent reading, writing, speaking; Portuguese, basic conversation.
- Toastmasters International- Houston Galleria Project Management Chapter

PROFESSIONAL EXPERIENCE

Adjunct Professor of Software Engineering, Computer & telecommunications

- University of Houston Victoria 2019-Present
- Houston Community College 2020- Present

International IT and Systems Engineering Consultant, Houston TX

2018- Present

- Working with Computer manufacturers in the evaluation of new technologies for desktops and laptops.
- Advising small and medium international companies with presence in the US and Latin America to implement cost effective technologies projects and IT organization.

Sr. Global Network & Telecommunications Business Innovation Manager - Infor

2016-2018

Provided leadership, vision and defined department strategy including digital & technology forecast and goals.

- Global focal point for merger & acquisitions, **vendor management, contract negotiation.**
- Identified and documented **functional and organizational requirements** throughout a dynamic integration with different business units.
- Implemented multiple IT projects including the migration of Office 365 and data centers to the cloud through a **hybrid on prem - cloud** model while saving 25%.
- **Implemented SD WAN achieving a 40% reduction in operation costs**, higher performance through automation of video and voice services and a more reliable and efficient network.
- Created IT department governance defining best practice, **processes and continuous business improvement.**
- Advised CIO in the development and **execution of Infrastructure and Data global major capital projects.**

IT Manager U.S. and Global Infrastructure – Enerflex LTD. Houston TX

2014-2015

Developed and implemented strategic planning, establishing industry-leading and cost-effective technologies.

- Negotiated IT Infrastructure contracts reducing cost and upgrading circuits and applications to latest technologies.
- Deployed OWLAN in remote locations for gas compression operations department.
- **Lead organizational change agent** by developing teams required to implement and operate the data strategy.
- Transformed **IT into a customer-oriented, project management organization** enhancing team productivity and increasing customer satisfaction.

Senior Project Management Consultant- SDLC - AT&T for Shell, Houston TX

2010-2014

Plan and deliver telecoms and infrastructure projects in refineries and offices by means of Project Delivery Framework standards & processes for Shell Global Services in the US and Latin America.

- Projects included telephony, OWLAN, LAN, WAN, IPT/PBX, Video Conference, Telepresence, Virtualization, and Data Centers. Projects were delivered on time and within budget at 90%.
- Focal point **for Shell Latin America working on 75% on all projects** including downstream, upstream business units.
- Lead and championed the use of Agile methodology in the implementation of projects that required a fast resolution.

International IT and Business Innovation Consultant, Houston TX 2009-2010
Advising small and medium international companies with presence in the US and Latin America to implement cost effective technologies and business processes to ensure limited resources are optimized.

Technology Integration Manager - Cemex, Houston TX 2007-2008
Led IT project management, from business-technical evaluations and recommendations to change management implementation and delivery to operations per ITIL best practice standards.

- Developed scope, project plans, budget and business plans to integrate technology, services and knowledge that offered new or improved capabilities reducing IT costs by 50%
- Lead Business Processes Global Technology Team and change management activities by creating, **documenting, and optimizing IT processes in Spanish and English.**
- Established vendor management program including VAR's and Telcos enhancing service to in LATAM offices.

International Information Technology Manager - AeroMexico, Houston, TX 2006-2007
Designed and implemented IT solutions for US and International Airports and sales offices in the Americas and Asia ensuring timely and effective data communication between airports and sales offices across the globe.

- Performed vendor and contract negotiation, RFP's, budget generation, control, planning, and P&L analysis.
- Traveled and started operations in the US and International airports: Narita in Japan, Buenos Aires, Argentina.
- Consolidated data centers optimizing support resources while reducing operations costs by 55%.

Quality Management Systems Director - BMW of Houston, Houston, TX 2003-2006
Created departmental PM groups, defined milestones, documented 130 + processes and flowcharts, reviewed customer and employee indexes and surveys, performed employee processes and business assessments aligned with TQM.

- Provided organization change management and training development services by communications planning, management overview sessions, business impact plans, leadership alignment, curriculum development, and performance consulting.
- Certification delivered positive results including 9% increase in profits in one year, personnel retention reducing turn over from 75% to 15%, and the implementation of a tangible quality culture in each department.

Global IT Manager - DA Consulting Group, Houston, TX 1998-2003
Implemented, maintained IT (LAN, WAN, Voice and Data) and HR in 16 offices, 9 countries in Europe, Asia, South/North America.

- Implemented a global data center and WAN infrastructure to provide SAP services at a global scale, while establishing a call center to provide 24x7 SAP in Bangalore, India reducing operation cost by 65%.
- Developed Information Governance program creating multiple business processes and procedures while developing best practices for handling the information reducing risks in 70%.

Compaq Computers, Houston, TX 1994-1998

Support Services Supervisor Latin America & Caribbean 1997-1998

Liaison between Product Groups, Manufacturing, Service and Engineering Organizations in the US and Latin America.

- Designed, implemented and documented in Spanish and English problem escalation processes and procedures based on problem severity and SLA which resulted in a decrease in the number of open cases by 60% and 40% in cost savings.
- Consolidated and improved regional B2B Technical support and call center policies and procedures providing a reduction in operations cost of 40%.

Systems Engineer – Test Leader – Consumer Products, Houston TX 1994-1997
Built test plans for new computer designs while leading technicians to execute tests at different stages.

- Designed project test plans for new systems in the different stages: prototypes, pilot and production including risk assessments, quality control and performance metrics.
- Coordinated efforts with different hardware, software and marketing groups within and outside Compaq to resolve technical problems.

EDUCATION

MBA/Technology Management, University of Phoenix, December 2001.

MSEE, in computers and telecommunications, University of Buenos Aires, Argentina, November 1989.

Local Area Networks, UCLA, March 1993

Electronic Technician, O.R.T. Technical High School, November 1980.