
Alexandre Caramelo Pinto

39 – married

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My profile

✓ Seasoned IT Executive with 22 years of progressive experience working for Worldwide Telecom Carriers in Project Implementation, Provisioning, Pre & Post Sales and Technical Support. Fluency in English and Spanish. International Experience acquired through several business travels to USA, Europe, Asia-Pacific and some Latin American countries. Solid business *acumen* and excellent presentation skills. Leading and Coaching Presales team to execute on strategy and improve participation rates for each product of our portfolio. Heavy interaction with C-level executives in several industries. Sales Funnel & Forecast management for USD +20M in average monthly bookings and +76M in Annual Revenue. Member of interview board for Verizon LATAM for new hires

TOGAF 9 certified – Enterprise Architecture
Certificate in Cloud Security Knowledge - CCSK
Project Management Professional – PMP
ITIL v3 Foundations
Cisco Certified Design Associate – CCDA
Cisco Certified Network Associate - CCNA

My Specialties

Strategic Planning
Leadership, Coaching and Team building
Sales Forecast Management
Solution Selling
Pre and Post Sales
Enterprise Architecture
Project, Program and Portfolio management

WAN/LAN/MAN Networking , Unified Communications, Managed Services, Cloud Computing, Virtualization, Security, CDN, Collocation and Data Center Services

✓ 8 years of experience as teacher at FGV post-graduation courses teaching Information Technology Management, Negotiation and Project Management for MBA courses.

Academic & Volunteering Experience

✓ MsC in Engineering and Innovation Management – Universidade Federal do ABC (ongoing); International Executive MBA Program – University of California at Irvine, USA & FGV – (2010); Project Management Program – Fundação Vanzolini - Poli/USP (2004); Specialization in Strategic Use of IT & Telecom - UniFEI (2003) and Bachelor degree in Electronic Engineering at Universidade S.Judas Tadeu-SP (2000)

✓ Lecturer for PMI S.Paulo – Active participation to launch a new Branch in Baixada Santista region. Three Lectures were given on different cities to foment project management as a career option during 2014/2015.

✓ Presenter at IAMOT 2004 13th Congress – International Association of Management of Technology Congress held in Washington, USA in April 2004. Paper presented: "Effects of privatization in positioning strategies of telecom companies: A Carrier's perspective".

Training & Seminars

- ✓ Interviewing at Verizon – may/2015
 - ✓ Achieving Leadership Excellence - Coaching for Sales Leaders – Verizon – dec/2014
 - ✓ Value Focused Selling – Verizon Training center – jun,2012
 - ✓ Gartner Symposium ITxPO – oct,2012
 - ✓ Effective Executive Engagement – Verizon Training center – aug/2012
 - ✓ Selling with Return on Investment – Verizon Training center – aug/2011
 - ✓ Effective Business Presentations – FGV/EBAPE – mar,2010
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Professional Experience

✓ Verizon Telecomunicações do Brasil LTDA

Regional Manager/Head of Presales – LATAM & Caribbean – 2013 till dec,2015

Member of LATAM Management team, reporting to LATAM GVP and AVP of Pre Sales, I was responsible for all Pre Sales activities in Latin America and Caribbean, with a broad portfolio of projects involving Networking, Unified Communications, Cloud, Data Center, CDN, Security, Managed Services and supporting Professional Services. Responsible for several cross-functional projects to improve processes (Lean Six Sigma) that involved Marketing, Sales, Product to increase profitability, margins and win-rate. Strategic Planning and Sales Forecast Management using CRM and BI focusing to drive shareholder value. Supported development of Partners and Channel ecosystems within a Go to Market strategy covering LATAM market. C-level relationships focused on conversations to resolve business problems by applying fit for purpose solutions with selected technologies into different verticals (Healthcare, Manufacturing, Finance, Media & Technology, Retail etc). Achieved bookings of USD 82M and 20% YoY growth through strong coaching, leadership and team building capabilities.

Solutions Architect – 2011-2013

Developed strategies with customers to anticipate and address their long-term business needs and identified appropriate alternatives. Design and Proposal preparation of IT Solutions encompassing a broad variety of technologies such: Managed Network Services, Unified Comms (IPT & immersive Video), Collocation, Security, Cloud Computing, and Professional Services. Development of relationship with C-level executives and proposal presentation. RFX responses working with Global Teams to deliver a strong customer value focused solution. Project development on Pre and Post Sales stages. Business development with partners and providers to achieve a cohesive solutions for customers. Top down approach to discuss business challenges and drivers before discussing applications and technologies. Collaborated with Global Account Managers and peers to develop Strategic Account Planning using Salesforce.com. Delivered successful projects (1-5M USD) in Insurance, Finance, Health, Retail and other verticals. Selected for 2012 Verizon President's Club as top performer of the year

Consultant Engineer – 2006 - 2011

Technical leadership for key strategic projects to expand footprint in region. Second and Third level technical support for customer and backbone issues. Capacity planning on SDH, MPLS and MetroEthernet backbones. Implemented several projects to build our backbone infrastructure combining different vendors and technologies such as Cisco, Juniper, Nortel, Tellabs and others.

✓ MCI

Telecommunications Engineer – 2000 - 2006

Telecommunications Technician – 1998 - 2000

✓ Orange Business Services (former Global One)

Senior Technical Support Analyst – 1997 - 1998
