

LUIS BLANDO

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SOFTWARE ENGINEERING LEADER

Expertise in full-lifecycle product/software design, development, and launch

Technology executive with Fortune 10 experience driving products, programs, and building organizations, from the ground up to hundreds. Responsible for several mission critical operations with savings of the order of \$40.7 million on a recurring annual basis. Conceptualized and launched innovative products and services that shaped the strategy of a major corporation. Led the creation of a global operation and major consolidation initiatives. Expertise includes:

- Strategic & Tactical Market Planning
- Process Redesign and Improvement
- Product Development and Launch
- Personnel and Organization Development
- Cross-Functional Team Management
- Change Management
- Services Delivery and Support
- Advanced Technology Strategy

MIT / SLOAN • MS in Management, Strategy, System Dynamics

NORTHEASTERN UNIVERSITY • MS in Computer Science, Advanced Software Engineering

UNIVERSITY OF NEVADA • MS in Computer Science, Pattern Recognition

CATHOLIC UNIVERSITY • MS, BS in Systems Engineering, 3D Visualization, Operations

All degrees via thesis track • All theses defended and published • Several refereed publications • US patent holder

CAREER PROFILE

INTEL CORPORATION

Illinois, China, Russia, Argentina

2006 – present

General Manager, Argentina Software Development Center

Director, SOA Engineering

Joined Intel's Software and Solutions Group, in the Middleware Products Division, to lead SOA Engineering worldwide with teams in the US, China, Russia, and Argentina. Chartered with the general management, including start-up from scratch, of a 450+ engineer software/product design center in Córdoba, Argentina, and the creation of a center of excellence in SOA and XML technologies.

VERIZON COMMUNICATIONS

Massachusetts, Texas, New York, India

2000 – 2006

Executive Director, Concept Design and Business Development (2003 – 2006)

Director, Strategic Software Systems (2000 – 2003)

Recruited back to this \$70+ billion telco to build a business transformation group tasked with conceptualizing and launching new services and optimizing our web infrastructure. Reporting directly to the SVP of Architecture and eServices and a frequent advisor to the CIO, set software direction and executed to deployment in the key strategic undertaking for Verizon, our FiosTV video program; managed a \$25M budget, built a 200+ people strong group, launched the first-ever eService within the corporation, improved quality, and generated \$40.7M in annual savings.

- Led system integration, technical vendor management, and successful deployment of Verizon's first-ever commercial foray into television, dubbed FiosTV, sporting cutting-edge technology and software-enabled iTV.
- Led contract specifications, vendor selection, and negotiations in a \$1B+ agreement between Verizon and several vendors (Motorola, Microsoft, etc) for the software infrastructure of Verizon's incipient video program.
- Designed, funded, staffed, and led the creation of a radical, innovative concept design and development organization in order to address a strategic blind-spot for the corporation. Currently this organization spearheads approximately 40 new concepts per year, and gets about 10 of them funded through trials.
- Defined, developed and launched the first-ever eService by Verizon; and in so doing generated repeatable processes and know-how for other teams to follow. More than 8000 registered users in the first four months.

- Consolidated multiple authentication systems throughout the corporation into a corporate-wide single sign-on solution on verizon.com. With 40+ applications integrated and 6 million users, it saves \$10.5M annually.
- Re-designed a self-service component to enable efficient call-deflection from more costly call centers. With thousands of pages and 5.5 million visits per year, it deflects about 1.8 million calls, saving \$7.2M annually.
- Optimized and re-engineered the IT department's transactional portal, adding key functionality and improving its architecture. Used daily by 15,000 employees for managing their job, it saves \$4.8M annually.
- Led the creation of an offshore development center in Mysore and Chennai, India. Worked with international vendors and our own subsidiary to build a 45 people strong group, achieving savings of \$5.0M annually.
- Managed and deployed a senior executive dashboard and decision support system, consolidating 130+ data feeds and enabling C-level executives to make up-to-the-minute strategic decisions; saving \$7.2M annually.
- Organized and globally expanded a division-wide quality assurance department, serving a project pipeline of 25 applications. This 24x7 operation, with bases in Massachusetts, Texas, and India, saves \$6.0M annually.
- Participated in multiple strategic initiatives and presented to senior management. Crafted negotiations and partnership agreements with external vendors, such as Microsoft, NETg, WebTrain, and others

PRIMIX (BURNTSAND)

Watertown, Massachusetts

2000

Lead Architect (independent consultant engagement)

In order to gain hands-on, trenches-quality experience in the areas of eBusiness, eCommerce, and Internet systems development, consulted for a local leading management/technology consultancy during the inception-through-prototype phases of a new venture's project. Managed a group of 10 senior engineers, project managers, and business analysts to define the market positioning, product features, and technical details of a heuristically intelligent, Internet-connected device for a small Rhode Island-based startup company.

GTE LABORATORIES

Waltham, Massachusetts

1997 – 2000

Principal

As a senior member of a team of 20+ computer scientists, engineers, and software developers; engaged in mentorship and leadership of the organization's key people and projects. As sole inventor (US Patent 6185583B1) designed and led the development of a system that enabled GTE to save \$250+ million over a lifespan of six years.

- Invented, designed, developed, deployed and maintained a system to automatically process long orders for telephone services; enabling GTE Corp. to avoid hefty FCC fines and eliminate manual processing costs. With 10k orders received daily, the system has been operational since 1997; saving approximately \$48.0M annually.
- Spearheaded the idea, created a process for, and mentored senior technical leaders in a methodology of software development, yielding a substantial quality improvement and enhanced morale throughout the org.
- Designed and led the development of an element management system (EMS) to consolidate command and control operations of a myriad of telephone and data network elements in GTE's vast network infrastructure.

FIDELITY INVESTMENTS

Boston, Massachusetts

1996 – 1997

Senior Technical Specialist

Joined the systems division of Fidelity investments as a senior technical advisor to counsel the technical team on re-engineering and advanced software methodology. Used re-factoring and optimization techniques to rejuvenate a critical piece of the brokers system that was failing under load; improving performance by 50% and extending its life.

HARMONIX CORPORATION (TERABEAM)

Woburn, Massachusetts

1994 – 1996

Lead Software Engineer

Recruited as a technical team member, quickly rose to the challenge of defining, organizing, staffing, and leading this high tech startup's software development division, becoming the company's decision maker in software-related issues.

- Identifying the need for a software practice, developed a staffing and mentorship plan that yielded a seasoned, seven-people strong team, within six months of being hired.
- Evaluated and implemented Rational's Unified Process for software design and development, mentoring senior engineers in its use. Marked improvement in quality and on-time delivery, hitting every deadline since.

INFORMATION SCIENCE RESEARCH INSTITUTE

Las Vegas, Nevada

1993 – 1994

TECHINT INTERNATIONAL

Buenos Aires, Argentina

1991 – 1993

Systems Engineer