

# Diego Mellado Castro

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16 Marston Street. (OX4 1JX)  
Oxford

*Experienced Project Manager with a demonstrated history of working in the information technology and services industry. Flexible and adaptable, strong communication and negotiation skills.*

## Skills

- ✓ Communication
- ✓ Influencer
- ✓ Negotiation
- ✓ Leadership
- ✓ Highly organised
- ✓ Risk Management

## EMPLOYMENT HISTORY

**10/2016 – Present**

**MARKETING PROJECT MANAGER. BChannels, Oxford, UK**

- Team management: Resourcing, Costs, Development
- Strategy design: Social Media Content, Website Assessments, Mailing, Webinars, Events
- Reporting and analytic: Salesforce, Eclipse, Excel, PP
- Relationship with key global stakeholders: Citrix, Xerox, Zift
- Team leadership: >30 people
- Resource management: Team Capability, Budget, Negotiation

**02/2016 – 09/2016**

**MARKETING SUPPORT EXECUTIVE. BChannels, Oxford, UK**

- Dealing with a variety of top IT companies (Microsoft, Xerox, Citrix, VMWare, etc...) at senior decision maker level, to establish the needs and requirements of their partners which would enable them to maximize their relationship.
- Required to build and maintain strong relationships with existing contacts, achieving growth within those accounts, through detailed project planning. Also, be liaising and work closely with technical, sales and marketing teams and take actions on behalf of them.
- Coach partners on the various tools and programs that are available to them.
- Online content analysis in client portals and partners websites

**04/2011 – 02/2015**

**OPERATIONS SUPPORT MANAGER. Abengoa, Sevilla, Spain**

- Managing contracts with suppliers and set SLAs.
- Ensuring compliance with policies and procedures of incidences, managed by the technicians (>50 technicians).
- Attending meetings, conference calls and committees with clients across Europe & Africa and IT services follow-up.
- Cooperating with other service areas to ensure a comprehensive service with the highest quality under ITIL foundations.
- Managing the department budget (>1M €)
- Managing the personnel.

**10/2010 – 04/2011**

**PROJECT COORDINATOR, BNP Paribas, Madrid, Spain**

- Project coordinator in a major IT project during the integration phase of Fortis Bank into BNP Paribas.
- Recording and tracking information from the various IT departments involved.
- Liaising with the IT department and customers of Fortis Bank to collect information.
- Studying the viability of migrating data, applications and email. Testing and documenting all processes.
- Coordinating all aspects of communication with Fortis Bank Brussels, BNP Paribas London and Paris.
- Following up post-migration.
- Ensuring continuing support to the Market Data Service department.

**09/2009 – 09/2010**

**PROJECT COORDINATOR, Telefonica, Madrid, Spain**

- Responsible for the coordination, implementation and deployment of the security platform "RETOS".
- Leading the Helpdesk.
- Overseeing the migration of equipment, troubleshooting, and reporting.
- Supervision of technician's team.

**07/2008 – 12/2008**

**TECHNICAL SUPPORT (LEVEL 2), Creative Labs. Dublin, Ireland.**

- Supporting European and Latin American customers of Creative Labs products, with a professional working manner, through e-mail and telephone.
- Selling Creative products and solving technical questions accurately and in detail, always accomplishing the SLA goals.

**EDUCATION AND QUALIFICATIONS**

**06/2006**

**CFGS (equivalent to European HND - Higher National Diploma). Software Development**  
IES Doñana

**03/2017**

**Diploma in Digital Marketing**

Shaw Academy

**01/2017**

**SEO: posicionamiento natural en buscadores**

MOOC (Universidad ViC)

**04/2016**

**Publicidad en Línea. Campañas en Facebook y Adwords**

MOOC (Universidad ESAN)

**10/2015**

**Leadership and High Performance Teams Management**

MOOC (Escuela Universitaria Real Madrid y Universidad Europea de Madrid)

**03/2014**

**ITIL V3 Certificate**

Knowledge of the ITIL terminology, structure and basic concepts and comprehension the core principles of ITIL practices for Service Management.

APMG International

**05/2014**

**International Relationship Management with Providers**

Effective management of relationships, Investment in the management, Framework for implementation, closing stage.

Inteco (Ministry of Industry, Tourism and Trade)

**07/2008**

**Expert in Operative Systems Management, Advanced Office and ICEX Corporate Applications**

OS Management, Advanced Office and ICEX Corporate App.

ICEX (Ministry of Industry, Tourism and Trade)

**References available on request**

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