

Curriculum Vitae

1. **Surname:** ACOSTA BALADO
2. **Name:** ANTONIO IGNACIO
3. **Birth Date:** 12-Nov-1965
4. **Nationality:** Spanish
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10. Degrees:

Place	Catholic University of Uruguay @ http://www.ucu.edu.uy
Dates	03/86 till 08/91
Title	Computer Engineer
Graduate Project	" Creation of an object oriented database management system "
Place	The British Schools (Uruguay)
Dates	1985
Title	International Baccalaureate

Other Studies

- "GENESYS Engineer" (Genesys Laboratories – USA) @ <http://www.genesyslab.com>
- "GENEXUS Analyst" (Artech Consulting – Uruguay) @ <http://www.artech.com.uy>
- GIS (System-9, ONIS)
- HTML, DHTML, JavaScript, ASP, VB, IIS, Dreamweaver, Photoshop

11. Languages (From 1 to 5 -greater -):

Language	Read	Talk	Write
Spanish	5	5	5
English	5	5	4

12. Areas of Experience:

- Web Design
- Call Centers (CTI)
- Geographical Information Systems (GIS)
- Consulting

13. Summary Professional Experience:

07/06 till now	IRIUM / IBM (Spain) @ http://www.irium.es
Place	Gas Natural (Barcelona, Spain) @ http://www.gasnatural.com
Position	CTI Consultant (Utilities).
Description	Integration of a Customer Care Contact Center (CTI Genesys Suite. Call Center with Avaya VOIP and integration with Siebel. Genesys configuration and routing.
06/05 till 06/06	ICNET Consulting (Spain) @ http://www.inycom.es
Place	Abbey Bank / Santander (UK) @ http://www.abbey.com
Position	CTI Consultant (Banking / Telecom).
Description	Integration of a Customer Care Contact Center (CTI Genesys Suite). Call Center with Avaya VOIP and Nortel. Genesys configuration, routing and reporting.
10/00 till 12/04	SchlumbergerSema (Spain) @ http://www.sema.es
Place	ICM (Comunidad de Madrid, Spain) @ http://www.comadrid.es
Position	Consultant (Telecom).
Description	Consultant , work on Details Specifications and Budget, for the Community of Madrid telecommunications network acquisition.
Place	Mobipay (Madrid, Spain) @ http://www.mobipay.com
Position	Consultant (Telecom).
Description	Consultant , technical architecture study of the mobile pay system for the CDMA/TDMA network with the characteristics of the GSM one.
Place	UNI2 (Madrid, Spain) @ http://www.uni2.es
Position	CTI Consultant (Telecom).
Description	Integration of a Customer Care Contact Center (CTI Genesys Internet Suite). Call Center with Lucent PBX under Unix and Win NT with Oracle.
Place	SmartCom PCS (Chile) @ http://www.smartcom.cl
Position	CTI Consultant (Telecom).
Description	Integration of the Customer Care Call Center (CTI Genesys Framework Suite). Call Center with Alcatel 4400 PBX under Win NT with Oracle and integration with CRM Vantive.

Summary Professional Experience (cont.):

10/99 till 09/00	Telefax S.A. (Uruguay)
Place	Smiles (Uruguay-Brasil) @ http://www.smiles.com.br Banco Comercial (Uruguay) @ http://www.bancocomercial.com.uy
Position	CTI Consultant (Telecom).
Description	Integration of Call Center Projects (Worx ACD, CTI Genesys, IVR Omnivox), with NEC PBX under Win NT with MsSql, Visual Basic. Screen Popup, telemarketing.
03/93 a 06/99	Soluziona Unión Fenosa (Spain) @ http://www.soluziona.com/
Place	Meralco (Philippines) @ http://www.meralco.com.ph
Position	GIS Consultant Team Leader (Utilities).
Description	Project for the Distribution area of the electrical company of Manila. Integration , Conversion and Digitalization of the electrical & cartographic network
Place	UTE (Uruguay) @ http://www.ute.com.uy
Position	IT Consultant (Utilities).
Description	Project for the Distribution area of the electrical company of Uruguay. Integration of the graphical systems (digitized electrical network), network operation and Scada (telecontrol), under Unix.
Place	Unión Fenosa (España) @ http://www.uef.es
Position	Analyst / Programmer (Utilities).
Description	GIS project (R&D team), design and development of a proprietary GIS (ONIS) for the graphical management of the electrical network, under Unix, using C, K-Shell, Xlib and Xview.
Place	Unión Fenosa (España) @ http://www.uef.es
Position	Programmer (Utilities).
Description	Project for the Distribution area of an electrical company. Development of a system for managing the electrical Equipment Database under Unix with Empress and System-9.