

CARLOS IVÁN TORRES

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Carlos Ivan Torres is a Ph.D Student in Business Administration with a track in Management Information Systems. Carlos holds a bachelor of Engineering in Computer Science from Universidad Industrial de Santander Colombia with Suma cum Laudem honors. He also holds an MBA from Universidad de Los Andes in Colombia and an MIB from Florida International University. Carlos is currently pursuing his Ph.D. through a Fulbright Scholarship. Before re-joining the academia he held senior positions in the Information and Communications Technology Industries in Latin America.. Carlos research interest include managerial issues in technology innovative environments. His research interest include but are not limited to cybersecurity, fintech, big data analytics, technology for social inclusion and IT innovation and entrepreneurship.

EDUCATION

Washington State University, Pullman, WA Carson College of Business. <i>Management Information systems & Entrepreneurship Department.</i> <i>Ph.D. Student</i>	Present
Los Andes University, UniAndes. Bogotá, Colombia <i>M.B.A. Master of Business Administration.</i> <ul style="list-style-type: none">• Team honored as semifinalist in the Rice University Business Plan Competition in Houston, TX (April 2005).• Course work in Finance and strategy.	2006
Florida International University, FIU. Miami, FL <i>M.I.B. Master of International Business.</i> <ul style="list-style-type: none">• Participated in the third annual Intercollegiate Case Study Competition USF Tampa, FL (Feb 2005).• Research Assistant to Prof. John Zdanowicz and Teaching Assistant to Prof. Michael Munro.	2005
Santander Industrial University, UIS. Bucaramanga, Colombia <i>Computer Science Engineer.</i>	1997

HONORS AND AWARDS

2017 Fulbright Scholarship to pursue Ph.D. 5 Ph.D scholars selected for IT related studies

2007 Awarded Ericsson's Global Top Sales Competition for best technical sales support in the region. Award presented in China.

1997 UIS Summa Cum Laude Honors. GPA higher than 99.9% of program graduate in the previous five years.

TEACHING EXPERIENCE

Universidad Santo Tomas, Bucaramanga

Lecturer

2010-2012

- Mobile communications project management. Program: ICT project management specialization.

Uniempresarial. Bogotá

Guest speaker

2010

- Innovation and Technology speaker. Program: Business Administration.

Cámara de Comercio de Bogotá, Bogotá

Lecturer

2010

- Developed and lectured a seminar on ICT for entrepreneurs. Program: "Bogota Emprende"

Escuela Colombiana de Ingeniería Julio Garavito

Guest Speaker

2008

- Speaker in the forum "Convergencia e innovación: banda ancha y televisión digital terrestre hacia una Colombia digital."

Florida International University, Miami, Fl.

Teaching and Research Assistant

2004 -2005.

- Dr. John Zdanowicz Research Assistant. Corporate Finance - MBA. Real State Research.
- Dr. Michael Munro Teaching Assistant. Marketing- BA bachelor.

Uniandinos

Guest Speaker

2003

- Speaker on Technologies and new generation mobile services in Colombia.

Universidad Industrial de Santander, Bucaramanga

Lecturer

2000

- Mobile communications. Program: Telecommunications Specialization.

Universidad Santo Tomas, Bucaramanga

Lecturer

1997 – 1999

- Programming II and Computer basics. Program. Telecommunications Engineering.

Universidad Industrial de Santander, Bucaramanga

Lecturer

1996

- Computer systems introduction. Program: Computer Science Engineering.

PROFESSIONAL EXPERIENCE

FLYTXT

2017 - 2018

General Manager LATAM analytics & Consulting.

- Responsible for the overall business engagement & customer satisfaction for the assigned accounts and territory. Development and implementation of value creation initiatives through marketing innovation & Big Data analytics. Responsible for value creation and value recognition through Big Data analytics. Responsible for achieving the Revenue objectives.

ETB

2016

Government Sales Director.

- Led a team of 25 people responsible for all government sales operations.

Consultant (Freelance)

2015

Colombia, USA. Virfon/Uff Movil

2015

- Led Virfon's technical/product analysis for Uff's movil acquisition deal. Part of the team that successfully negotiated terms and conditions with previous owner. Advised over new products and technical alternatives to offer competitive data services.

Whitney International University System

2013 – 2014

Regional (LATAM) Product Manager

- Launched first official International programs in Latin America.
- Managed partnerships with The University of Texas at Arlington, Florida International University and Universidad Alfonso X El Sabio, Deloitte to offer 12 non-credit programs in Latin America.
- Created the Innovation and Product management process, including portfolio optimization process through a tool that helps to develop value propositions, positioning and product materials (product sheets, marketing, sales plan, business case, profitability analysis).

Virgin Mobile Colombia

2012 – 2013

Product Manager

- Performed assessment and modeling of MVNO business case in Colombia, evaluated sales plan and online portal for sales and self-service. Created launch strategy, including product development & profitability analysis. Designed products including billing per second, data by time, on/off switch, and future product roadmap. Selected and negotiated providers of handsets, SIMs, VAS including Mobile Financial Services, Content Integrators.

ICT Ministry

2011-2012

Advisor

- Conducted strategic consulting aimed at defining Colombia's Universal Access and Universal Service including financial services for unbanked. Led planning, tender and contracting process for "Connectivity to Public Institutions" projects, designed to offer Internet Access to more than 6,800 rural public institutions. Led negotiation with incumbent mobile operators to provide data services to rural schools.

Consultant (Freelance)

2009 -2011

Colombia, Avante!

2011

- Created a full 4G/LTE Business Case and product proposition with handsets, MBB, pricing strategy, profitability and Mobile apps, for Avante! winner of spectrum in the AWS band auction

USA, ATN

2011

- Developed 3G/Mobile Broadband business plan and product proposition for ATN Guyana's operation. ATNI is a listed US company with operations in US, South America and the Caribbean.

Panamá, C&W

2010

- Assessed Mobile Financial Services business case and product proposition.

México, Movistar

2010

- Led a major cost reduction initiative. It included detailed negotiations with the incumbent fixed network operator, and revenue assurance analysis as well as handsets inventory management to identify possible fraud in some parts of the value chain.

Tigo, Millicom Central America & Colombia Cluster

2007 – 2009

Enterprise & Postpaid National Manager

2008-2009

- Redesigned corporate sales force to help increase the subscriber base with focus on innovative handsets and data products. Redesigned postpaid strategy in Colombia.

3G & Enterprise LATAM Product Manager

2007-2008

- Developed smart phones general strategy, including forecasting, marketing, distribution and sales.
- Created the new 3G, VAS, and data products intended for the general market and the corporate segment. Created each operation business case to support 3G investments. Planned 3G services and product proposition including pricing strategy, profitability analysis, promotion and market positioning of new products and services
- Performed evaluation aimed at improving existing product sales and profit margins, designing go-to-market, pricing and sales support strategy for all existing enterprise products.

Ericsson North Latin-America, Central America, Caribbean

1999 – 2007

Local Product Manager

2005 – 2007

- Achieved over 100% of products sales goal over the entire region, in both gross revenue and the number of successfully installed networks, for all 2G and 3G product lines.
- Led the Mobile Broadband Marketing strategy, including the Mobile Broadband Road Show, in Cartagena Colombia. Participated in multiple other conferences and Show Rooms. .

Solutions Manager/Customer Solutions Sales Support Engineer

2000 – 2004

- Planned technical networks and negotiated contracts (as part of negotiation team) that have been implemented successfully. Worked from Ericsson San Diego in many winning proposals Created a technical solution and was a member of a five person team that sold the first Ericsson Delivery Service Platform (ESDP) system.

Specialized Services Engineer

1999 – 2000

- Discovered the problem and deployed the solution to a technical issue presented at EPM AXE exchanges with measurements giving inconsistent distance to reparation point. Deployed and configured successfully the LTS interfaces to Ericsson and Siemens exchanges. Siemens interface was the first official application in the world.

Ecopetrol ICP. CIT Support Engineer

1998 - 1999

- Led ICP CIT's Intranet Project. Responsible for planning and administrating ICP CIT's Intranet Provided technical support for ICP's Intranet technical infrastructure. Designed Intranet using languages such as HTML, SQL, and JAVA.