

To whom it may concern,

As you can see in my attached CV, I am an engineer by training and I have studied both in Spain and Germany, achieving a good command of the **English** and **German** languages, which in turn has allowed me to work in large **multinational engineering companies** such as **Robert Bosch** and **General Electric**, where I've been developing my career in the areas of **mechanical design, quality management, process engineering, project management** and **operations**, spending over fifteen years in the sales area, mainly focused on **Account Management** and **Business Development** of the **Sales, Aftersales and Service** areas, in the **industrial** and **healthcare** sectors.

Based on my background and experience, I honestly believe I'm a **suitable applicant** to properly develop this position. I wish you'd think the same too and we'd have an interview to answer any questions you may have.

Yours faithfully

Angel Luis López

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Experience

Plug Power

Green Hydrogen Service Specialist

Madrid, Spain

Nov '23 – present

- Ensuring proper service execution attaining the contractual SLA's and performance levels agreed upon with our material handling customers in Iberia regarding our Green Hydrogen portfolio, including:
 - On site renewable H2 production
 - On site H2 storing, compression and dispensing
 - On site H2 fuel cell operation
 - Site's H2 infrastructure

Pentax Medical Iberia

Field Service Manager Endoscopy Iberia

Madrid, Spain

Feb '21 – Oct '23

- Ensuring planned and corrective maintenance activities agreed per contract are executed according to master plan, minimizing overdue activities
- Leading the internal contracting process, providing answers, solutions and all technical documents requested on Public Tenders regarding SLA's and Service Delivery (response time, resolution time/MTTR, loaners, technical training, etc) and making sure all relevant information is properly reflected in our ERP.
- Product management of the endoscopic reporting suite "Endotools", coordinating its installation and integration with PACS/HIS.
- Management of Warranty claims as well as those under a Service Contract
- Execution of improvement projects to:
 - Train extensively the top 15 costumers on a service contract with the highest rate of repairs, having reachd ca. -10% in cost reduction.
 - Avoid over/under delivery either in warranty period or under a service contract adjusting coverages in ERP accordingly to the contractual obligations acquired, increasing €50K in accessories & consumables sales, while reducing costs
 - Increase revenue generation pursuing closely service quotations, increasing acceptance rate and reducing approval time

Personal Project

Freelance photographer

Madrid, Spain

May '16 –Feb' 21

- Taking a hiatus from corporate responsibilities let me pursue the long sought after petrolhead dream of covering motorsport events, races, aeronautics and aerobatics events, as well as devoting full time care of my newly born first child

General Electric Healthcare
Sales & Service Radiology Account Manager

Madrid, Spain
July '14- May '16

- Working in close relationship with costumers, responsible of maintaining their Diagnostic Imaging equipment up to date, proposing strategies to maximize their investment by means of either partial upgrades, when possible, or proposing complete asset renewals adapted to their CAPEX / OPEX budgetary restrictions, reaching the goals and sales quota despite the harsh economical situation-
- Responsible for defining the most appropriate asset maintenance strategy for every Costumer, balancing uptime and maintenance costs while maximizing performance and output, either for GE's or 3rd. parties medical equipment

General Electric Healthcare
Service Account Leader Diagnostic Imaging, Ultrasound and Life Care Systems

Madrid, Spain
Aug '07-Jun '14

- Delivered growth selling complex Service Solutions, proposing different SLA's for the whole range of GE's medical assets installed at a costumer's site, thus optimizing its OPEX. increasing the revenue in the period from € 11,5 M /yr. to ca.€ 13M /yr
- Leveraged revenues proposing Comprehensive Service Contracts, including maintenance of Multivendor equipment.
- Influenced and led the whole public tendering purchasing process, providing suggestions for tech. specs and admin. requirements before being launched, creating and compiling the technical documentation requested.

Robert Bosch GmbH
After Sales and Service Manager in the Automation
and Special Machinery Engineering Dept.

Madrid ,Spain
Aug 04- Aug 07

- Created and expanded a new BU managing a team providing support to Bosch's automotive production factories in these areas:
- Refurbishing and/or upgrading existing production assets, considering, ease and cost of maintenance, system downtime, maturity of the product being assembled, forecast of future demand, cycle time (TAKT), age of the asset, obsolescence risk, level of technological competence available on site, etc.
- Increasing throughput providing a broad portfolio of services (maintenance and tune-up of assets, personnel training, consultancy on manufacturing processes and process re-engineering,) applying TQM, Lean and Kaizen methodologies
- In this period, revenue boosted from ca. € 100K /yr to € 3.5M /yr. surpassing all expectations

Robert Bosch GmbH
Head of Organization, and Processes in the Automation
and Special Machinery Engineering Department

Madrid,Spain / Stuttgart ,Germany

Oct '00 – Aug '04

- Project Manager leading the successful implementation in Spain of SAP R/3 ERP solution in the Engineering Dept. at the same time as our Parent Division in Stuttgart (Germany).
- Assessed existing business processes and defined not existing ones assuring alignment with corporate guidelines and modeled all of them within SAP
- Trained and provided first level support in SAP and its modules and interfaces used by the engineering team (CAD and BOM creation systems, material requisition, logistics, production planning, asset maintenance and cost controlling)

- Responsible for key Process definition and continuous evaluation according to the EFQM Quality Model, (Assessment, definition, mapping, creation of KPI's)

ERATIC S.A.
Head of Quality Management

Valencia, Spain
Jul'97 - Sept '00

- Managed the Quality System of a small sized industrial boiler manufacturing company according to ISO 9001 standards
- Implemented a production and cost control system for the manufacturing process, allowing a realistic resource planning
- and coupled it with a bonus incentive scheme for the workforce.

Education

Valencia Polytechnic University (Spain) 1997/2000
 Industrial Engineering (Ingeniería de Organización Industrial)

Frankfurt University of Applied Sciences (Germany) Feb'96/ June '97
 Master Thesis (Proyecto Final de Carrera)

Madrid Polytechnic University (Spain) 1989/1995
 Bachelor's Mechanical Engineering (Ingeniería Técnica Industrial)

Additional skills

Language competencies:

Spanish - Native
 English - Fluent
 German - Fluent

Computer skills

DOS, UNIX, OS
 MS Office Suite
 SAP R/3 ERP

 MS Dynamics Navision ERP

 Salesforce.com CRM