

**JOSÉ MIGUEL QUESADA PÉREZ**  
**Industrial Engineer / MS in Optimization**  
**PhD candidate in Management Science and Optimization**

**SUMMARY** Manager with more than 5 years of experience of Industrial Engineering and Project Management, applied to areas of Logistics, Operations and Customer Service, and expert in the development of optimization models for the design of express air networks. Successful on planning and analysis, development and deployment of strategies, methods and projects for improving and controlling logistics and distribution processes (vehicle routing, inventory control, forecasting and optimization).  
Professor at Bachelor Degree on the area of Operations Research, with 6 years of experience in topics of Operations Research, Forecasting, Logistics and Statistics.

**HABILITIES** Organization and high capacity of analysis. Leadership and personnel management. Effective Communication Results Oriented. Reengineering of systems and processes. Project Planning and Project Deployment.

**WORK EXPERIENCE**

**UNIVERSITÉ CATHOLIQUE DE LOUVAIN** **Feb/14 to date**  
**PhD candidate**

Full Time PhD researcher on the area of Strategic Air Network Design. This work has been performed as a collaboration project with FedEx Europe for the optimization of their European air network. Expected to make the thesis dissertation before the end of this year.

**INSTITUTO TECNOLÓGICO Y DE ESTUDIOS SUPERIORES DE MONTERREY** **Jan/12 to Jan/14**  
**Full Time Professor**

Full Time Professor at the School of Industrial Engineering, teaching the courses of Deterministic Optimization, Stochastic Modeling and Probability and Statistics

**ANALYTIQUM** **May/10-Dec/11**  
**Projects Manager**

Co-Founder of Analytium, an enterprise focused on system's optimization via mathematical modeling, simulations and analysis. With these tools we developed software as service solutions for workforce management and production planning. Specifically, I was in charge of.

- Developing a software for optimizing the schedules of the workforce at a Call Center.
- Developing a software for optimizing the production plan for the food-processing industry.

**DHL EXPRESS MEXICO** **Mar/08 – Apr/10**  
**Operations Manager for Customer Service and Retail**

Reporting to the Director of Customer Service and Retail, I lead a team of 3 engineers and 2 analysts. I was responsible for leading and coordinating the re-engineering and improvement of processes within Customer Service and Retail areas. My main projects and duties were related with the following tasks.

- Forecasting, analyzing and optimizing the flow of calls to the call center, and the optimizing the workforce scheduling via Mathematical Programming, redesigning the flow of calls and reconfiguring different IT systems (IVR, Aspect, etc.)
- Redesign of the operative KPI, and automating the calculations of all the operative indicators.
- I was the Business Project leader for the design and development of a new software for improving the operations at the Point of Sales, deployed on 200 retail stores. This system improved the process flow, the inventory control of money and supplies and the reporting process.

**DHL EXPRESS MEXICO** **Feb/06 – Mar/08**  
**Operations Processes Engineer**

Reporting to the Senior Manager of Engineering, I was responsible for the creation and development of optimization models within our main distribution center, design of pickup and delivery routing for Mexico city, design of the productivity KPI's, development and deployment of new operative software, and analysis of station layouts flow. The main projects developed in this time were:

- I leaded a Project for simulating the Ground and Air Transportation Network for Brazil. As a result of the project, we reached savings of 5 million USD.
- Design and deployment of system for measuring the Operations Productivity for LATAM.
- Developer of Mathematical Models for optimizing the assignment of around 250 routes in Mexico City and for optimizing the operation of the Conveyor System for the National Ground Hub.

**UNIVERSIDAD PANAMERICANA – CAMPUS MEXICO****Oct/03 –Dec/05****Chief of the Operations Academic Area**

Reporting to the Director of Academies and to the Director of the Engineering School, I was responsible of hiring the pull of professors for the Academy of Operations. I was also responsible of re-defining the Operation courses for the major of Industrial Engineering.

**UNIVERSIDAD PANAMERICANA – CAMPUS MEXICO****Full Time Professor on the School of Engineering****Nov/01 – Oct/05**

I was responsible for teaching the following courses, many times evaluated within the Top 3 teachers of the operations area: Quality Theory, Operations Research and Logistics.

**EDUCATION****Université Catholique de Louvain**

PhD in Management and Economical Sciences

Feb14 to date

**Georgia Institute of Technology (Georgia Tech)**

Master of Science in Operations Research

Aug 02 – May 05

**Instituto Tecnológico y de Estudios Superiores de Monterrey (ITESM) - Campus Querétaro, MX**

Industrial &amp; Systems Engineering. Graduated with honors.

Aug 96 – May 01

**PUBLICATIONS**

- Quesada Pérez, J.M., Lange, J.C. and Tancrez, J.S., 2018. A multi-hub Express Shipment Service Network Design model with flexible hub assignment. *Transportation Research Part E: Logistics and Transportation Review*, 120, pp.116-131.

**OTHER ACTIVITIES**

- Social work : Organizing and giving courses of ethics and anthropology (2 hours per week).
- Sports : Table Tennis at CTT Alpa Bruxelles, and bicycle.
- Hobbies: Reading and hearing music.

**HABILITES AND TECHNICAL INFORMATION**

- **Certifications:** Project Management with PRINCE method (2007).
- **Main Systems & Software:**
  - Programming: Java/Eclipse, Visual Basic.
  - Optimization and statistics: GAMS/Cplex, Gurobi, SCIP, R, Minitab.
  - Databases: SQL language, MS Access.
  - General: Office, Access, Project.
- **Languages:**
  - Spanish (native language)
  - English. (TOEFL 110 points)
  - French (C1).

**PERSONAL INFORMATION**

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