PEDRO AZABACHE

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PROFILE

Systems Engineer with an MBA and more than 20 years of experience. Executive leader focused on directing transformation projects in the telecommunications sector. Currently leads QA, IT Change Management and IT Service Management for Chile and Peru.

PROFESSIONAL EXPERIENCE

Sub Manager, Quality and Automation Testing | Entel Chile | 2016 – Present

Telecommunications company operating in Chile and Peru, with mobile, home and IT services.

- Lead a team that defines, promotes and ensures a shared understanding of quality, accelerating productivity through robust automation frameworks across both countries.
- Reports to the Operations and Support Manager.

Roles and achievements:

- Definition and implementation of quality policies and best practices across technical and business areas.
- Implementation of an ecosystem supporting the software lifecycle, virtualization and test automation.
- Test lead (UAT) in the Chile-Peru transformation project for consumer (B2C) and enterprise (B2B) markets.

Certification Project Manager | Telefónica del Perú S.A. | 2011 – 2015

Telecommunications company present in 24 countries.

- Managed certification projects for Telefónica del Perú and Telefónica Móviles systems, leading Testing Factory teams of up to three groups and 30+ people.
- Reported to the Internal Customer Management Manager.

Roles and achievements:

- Led certification of the FullStack project, defining Performance and Operability test strategies.
- Implemented the IBM Jazz suite to support the software lifecycle.

Development Project Manager | Telefónica del Perú S.A. | 2010 – 2012

- Focal point for the operator in the regional ATIS (Advanced Telecommunication Information System) project, leading all phases through stabilization in production.
- Reported to the Regional Projects Manager.

Roles and achievements:

- Deployed ATIS evolutionary releases with zero post-implementation errors.
- Optimized the release methodology, reducing the cycle from 4 to 1.5 months per package.
- Transferred the ATIS software successfully from the regional factory to the local factory.

Project Manager | Graña y Montero Digital (GMD) | 2008 – 2010

Business process and IT outsourcing company of the Graña y Montero group.

- Led the quality team certifying Telefónica del Perú regional systems.
- Reported to the Testing Manager for the ATIS project.
- Achieved successful certification of the regional ATIS LATAM v1.4 project.

Project Manager | COMSA (Consulting Outsourcing Management) | 2005 – 2008

Peruvian consulting and IT outsourcing company, later acquired by Indra.

- Led the quality team certifying Telefónica del Perú regional systems.
- Planned, organized and monitored the rollout of new commercial products on the ATIS platform.
- Contributed to the post-implementation coexistence strategy between legacy and new systems.

Project Manager | DICAPI (Peruvian Maritime Authority) | 2001 – 2002

- Led software development projects for the Peruvian Maritime Authority.

- Implemented the Navigation and Aquatic Personnel systems, reducing certificate issuance time by 60% and 80% respectively.

University Lecturer | Universidad Cristiana del Perú María Inmaculada | 2001

- Taught Programming Languages II (C++ and Visual Basic) and the Thesis Seminar.

Programmer Analyst | Diamond Software S.A.C. | 2000 – 2001

EDUCATION

- Three Points The School for Digital Business – Master in Blockchain and its Business Applications (ongoing).
- Universidad Nacional Federico Villarreal – Master in Business Administration (MBA), 2012.
- Universidad Nacional de Ingeniería – Diploma in Enterprise Systems, 2004.
- Universidad Privada Antenor Orrego – Computer and Systems Engineer, 2000.

CERTIFICATIONS AND COURSES

- Anthropic – Claude Academy: Claude Code in Action; Building Effective Human Agent Teams (Beta); Introduction to Claude Cowork (2026).
- K2view – TDM Implementor 9.4 (web); TDM for Testers 9.4 (web) (2026).
- TM Forum – Artificial Intelligence and Automation Foundation Level (2026).
- Universidad de Palermo – Desarrolla tu líder / Develop Your Leadership (2025).
- University of California, Irvine – Effective Problem Solving and Decision Making (2025).
- UNSW Sydney – Designing the Future of Work (2025).
- LinkedIn – Designing the AI Agents Your Company Needs with Microsoft Copilot Studio (2025).
- LinkedIn – Prompt Engineering: Learning to Talk to Generative AI (2025).
- Certiprof – Scrum Foundation Professional Certificate (SFPC).
- TM Forum – Business Process Framework (eTOM) Fundamentals (2013).
- ISTQB – Certified Tester Foundation Level (CTFL) (2012).
- Universidad del Pacífico – Negotiation Workshop.
- Grow2win Corp – Executive Coaching: The Expansion of Human Capital.