[LinkedIn](#)

Jose de Francisco Lopez

+1 630 818 7236 | jose.de.francisco@professional.mit.edu | [jdfblog.phd](#) | PO BOX 9158 Aurora IL 60598

Design Leader

Interdisciplinary executive delivering exceptional client experiences winning hearts, minds and business. Professional record forged in the technology sector at two start-ups, three Fortune 500 corporations, a Big 4 professional services firm, and collaborations with standard bodies and research institutions.

160 PRODUCTS	Career portfolio spanning 35 years of design innovation in hardtech, deeptech and software
90 BRANDS	Client engagements ranging from co-creation to new product introduction, and large-scale digital transformation programs
15 SECTORS	Broad cross-sector expertise addressing complex challenges in markets such as the Americas, Europe, Middle East and Oceania
20 COUNTRIES	In-person onsite client work leveraging multi-cultural background. Fluent in English, Spanish and Catalan languages. Media trained
5 DOMAINS	Avid lifelong learner. Recent MIT CTO graduate with degrees in design, engineering, a dual MBA in finance and marketing, and additional certifications in diverse disciplines
25 PATENTS	Filed 5 patents as an inventor and rendered consulting services for 20. Recognized as a Bell Labs DMTS, Distinguished Member of Technical Staff
4 BOARDS	Served at advisory boards in universities and professional organizations and current R&D World Summit chair since 2022
50 HONORS	Award winning designer with innovations featured at global technology venues such as CES, MWC, and IEEE conferences over a decade

EXPERTISE

- Innovation Management
- Product Management
- Design & Mgmt Consulting
- Digital Transformation
- Strategy & Business Dev.
- Customer Success Mgmt.
- Integrated Marketing

- Experience Design
- Product & Service Design
- Experience Analytics
- Human-Computer Interaction
- User Interface Design
- UX for Human Centered AI

SKILLS

- Profit & Loss (P&L) ownership
- Adept at customer co-creation
- Cross-functional leadership
- Interdisciplinary team development
- Design Thinking practitioner
- Agile Project Mgmt and DesignOps
- Ecosystem management

Jose de Francisco Lopez

ERNST & YOUNG

GLOBAL DESIGN DIRECTOR EY CLIENT TECHNOLOGY | ENGINEERING

Jul 2022 to Dec 2025

- Led global UX/UI practice with teams in the US, EU, Latin America, and India
- Responsible for consulting, advisory, assurance, tax and platform portfolios
- Innovated with experience analytics, personalization and UX for agentic AI
- Introduced Service Design Stack and Human Centered AI for enterprise products

- R&D World Summit Chair 2022, 2023, 2024, 2025
- EY Ovation Award FY22, FY23, FY24
- EY Transformative Leadership Coaching Program FY22

NOKIA

CHIEF DESIGNER NOKIA SOFTWARE | CHIEF PRODUCT OFFICE

May 2020 to Apr 2022

- Developed 'Quality eXperiences by Design' practice for Digital Transformation & SaaS
- Created 'self-service' implementations for 5G solutions and operations centers
- Launched, recruited and coached the Design Leadership Development Program

- Design & Innovation Global First Prize, and Digital Transformation Category Finalist
- Nokia Software President Award, and NSW Innovation Hackathon Finalist
- Nokia Technology Center's '5G Ecosystem' and 'One Team' Awards

VENTURE DESIGN DIRECTOR NOKIA SOFTWARE | SOLUTIONS ENGINEERING

Jan 2016 to Apr 2020

- Implemented co-creation studio supporting interdisciplinary six cohorts
- Designed innovative Decision Support System (DSS) for digital operations
- Rolled out co-design agreements with Accenture, Capgemini and McKinsey

- Nokia First Prize in Product Innovation
- Bell Labs Distinguished Member of Technical Staff (DMTS) Lifetime Career Award
- 5G Chair at IEEE Communications Quality, Reliability (CQR) Conference

ALCATEL-LUCENT

PRODUCT MARKETING DIRECTOR IP PLATFORMS | APPLICATIONS & ANALYTICS

Aug 2011 to Dec 2015

- Spearheaded and delivered 'Lean NFV Ops' campaign for virtualization solutions
- Designed telecom's first digital twin environment in operation at a cloud center

- Intel Developers Forum's Best in Show
- Bell Labs President Award
- Cloud Computing Chair at IEEE Real Time Communications (RTC) Conference

SENIOR PROGRAM MANAGER SOLUTIONS INTRODUCTION | WIRELESS NETWORKS

Dec 2006 to Jul 2011

- Led the 'Ideation, Incubation and Demonstration' (IID) Program
- Design portfolio: IoT, fintech, media streaming, VoiceXML/NLP and VR/AR

- Bell Labs Entrepreneurial Bootcamp Winner and twice Finalist

LUCENT TECHNOLOGIES

SENIOR BUSINESS DEVELOPMENT MANAGER APPLICATIONS GROUP

Apr 2005 to Nov 2006

- Delivered valuation and investment models for new applications and platforms

GLOBAL PRODUCT MANAGER eSERVICES | INTELLIGENT NETWORKS

Aug 2000 to Mar 2005

- Managed P&L from launch to end-of-lifecycle of broad software portfolio

INTERNATIONAL STRATEGY MANAGER GLOBAL SERVICE PROVIDERS

Jun 1998 – Jul 2000

- In-house management consultant on assignment with regional senior executives

Jose de Francisco Lopez

ACADEMIC RECORD

Chief Technology Officer
MIT Professional Education, Cambridge

MBA, International Marketing and Finance
DePaul University, Chicago

- 'Be Brilliant Scholar' sponsored by Honeywell

DBS, Postgraduate Diploma in Business Studies
University College Dublin (UCD), Ireland

- Sponsored by Gateway Computers
- Dublin Institute of Technology (DIT) research grant
- European Union Scholarship

Postgraduate Degree in Human Factors Engineering / Industrial Ergonomics
BarcelonaTech (UPC), Spain

- Honeywell 'Futurist Competition' Europe Award
- Nike Converse- Spain Design Competition First Place
- Sponsored by Mutual General de Seguros (MSG)

Industrial Product Design
Escola Massana Art & Design Center, Spain

- GE Plastics Spain, Design Competition First Place
- Epson Iberica, Informatics Award

PROFESSIONAL CERTIFICATES

Advanced AI Leadership
UX for AI Products
Stanford University, Human Centered AI Institute

Leadership & Innovation
Technology Strategy and Portfolio Management
Technology Roadmapping & Development
Cloud & DevOps: Continuous Transformation
Machine Learning: From Data to Decisions
MIT PE, Professional Education

Designing and Building AI Products and Services
Human Computer Interaction for User Design
MIT CSAIL, Computer Science & AI Lab

Big Data & Social Analytics
MIT Media Lab and Connection Science

From Data to Insights
MIT IDSS, Institute for Data, Systems & Society

Leading Product Innovation
HBS, Harvard Business School

Creating and Managing Strategic Alliances
Northwestern University

Strategic Integration of Technology and Business
University of Chicago

Global Marketing
Wharton School

ADVISORY BOARDS

CX INNOVATION
DESIGN & INNOVATION GLOBAL
IQPC, International Quality & Productivity Center
2017-2024

INSTITUTE FOR DATA, SYSTEMS AND SOCIETY (IDSS)
MIT, Massachusetts Institute of Technology
2015-2018

KNAPP ENTREPRENEURSHIP CENTER
IIT, Illinois Institute of Technology
2014-2016

AFFILIATIONS

HUMAN FACTORS AND ERGONOMICS SOCIETY (HFES)

IEEE SYSTEMS, MAN AND CYBERNETICS (SMC)

FORMER MEMBERSHIPS

INDUSTRIAL DESIGNERS SOCIETY OF AMERICA (IDSA)

AMERICAN INSTITUTE OF GRAPHIC ARTS (AIGA)

IEEE QUALITY & RELIABILITY (CQR)

TELECOMS MANAGEMENT FORUM (TMF)