

Emmanuel Ortiz

Service Director at GE Power Generation Services

Experience

Service Director at GE Power & Water

January 2011 - Present (4 years 3 months)

Services & Installation Manager at GE Power & Water

July 2008 - January 2011 (2 years 7 months)

Productivity Manager at GE Power & Water

October 2006 - July 2008 (1 year 10 months)

Lead Field Service Engineer at GE Power & Water

July 2002 - October 2006 (4 years 4 months)

Languages

Spanish

(Native or bilingual proficiency)

English

(Full professional proficiency)

Skills & Expertise

Customer Service

Service Management

Service Delivery

Sales Operations

Process Improvement

Change Management

Contract Negotiation

Customer Satisfaction

Stakeholder Management

Power Generation

Project Management

Operations Management

Team Leadership

Project Delivery

Incident Management

Management

Outsourcing

Troubleshooting

Program Management

Sales

Power Plants
Power Systems
Lean Tools
International Negotiations
Emergency Services
Gas Turbines

Education

Cornell University

Master of Engineering (MEng), Engineering Management, 2001 - 2002

University of Puerto Rico-Mayaguez

Bachelor of Science (B.S.), Mechanical Engineering, 1996 - 2001

Organizations

Colegio de Ingenieros y Agrimensores de Puerto Rico

Professional Engineer (PE)

July 2001 to Present

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[Contact Emmanuel on LinkedIn](#)