

## Contact

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## Top Skills

Project Management

IIoT - Cloud Solutions

Power Electronics for the Grid

## Languages

Español (Native or Bilingual)

English (Full Professional)

## Certifications

ABB UPS technical trainer

Google Cloud Computing

EF SET English Certificate 88/100  
(C2 Proficient)

edX Verified Certificate for  
Leadership for Engineers

## Honors-Awards

2022 Service Heroes

GPG Power Protection Award 2021

2016 Tesla Award for Excellence in  
Service

# Manuel Casal

Lead Support Engineer @ ABB ES | Technical Support, Digital Team  
Engineering excellence from the bit to the megawatt

Madrid, Community of Madrid, Spain

## Summary

With an extense experience in IIoT, cloud solutions, and industrial communications. I have assisted ABB's digital team in delivering the highest level of technical support and fostering seamless collaboration between global product managers, customers, and distribution networks. In this role, it is essential to closely monitor market trends and customer needs. This contributes to the development of efficient marketing strategies and supports R&D initiatives within the ABB Ability™ electrical portfolio.

I have a proven record of leadership in technical engineering and mission-critical energy solutions, reflecting a strong commitment to excellence and satisfaction. My primary focus at the moment is on empowering teams and facilitating technical discussions. The aim of this is to create an environment conducive to innovation and cross-functional collaboration across digital engineering at ABB.

I possess over a decade of experience in electrical installations for critical infrastructure, team management, and customer management in complex and high-pressure environments. My responsibilities include developing new approaches in the context of rapidly evolving, cutting-edge technology markets.

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## Experience

### ABB

12 years 10 months

*Lead Support Engineer | Digital Team EL SP/SB*

April 2022 - Present (3 years 7 months)

Madrid

Providing high-level technical support to the commercial network, leading technical discussions with critical customers and highly demanding requests.

Assessing customer needs and the market to contribute to the marketing plan of the digital team and the products R&D teams.

Ensuring a seamless interface between global and local product managers, customers and the distribution network.

Working actively on communications, training and events with the marketing and sales teams.

Point of reference in the digital team for IIoT, industrial communications, cloud solutions and the ABB Ability EL Portfolio.

### *Engineering Team Lead Engineer UPS*

September 2021 - April 2022 (8 months)

Madrid

Assuring continuous power availability and critical energy to our customers

Leading, developing, and managing the engineering team.

### *GE UPS Technical Services Manager for Tokyo 2020 Olympics and Paralympics*

June 2021 - September 2021 (4 months)

Tokyo, Japan

Directly supporting the UPS deployment to the Heritage and North Heritage Tokyo 2020 venues.

Delivering top-quality support for the different stakeholders.

### *Service Operations Manager UPS*

January 2017 - September 2021 (4 years 9 months)

Madrid

Head of the UPS service team.

Supporting the sales team in complex technical issues and public tenders.

Coordination of plans, scheduling, and overseeing all service jobs with necessary resources and

logistics.

Providing quality and customer satisfaction by ensuring that the company fulfills its contractual

obligations and requirements.

Constant focus on all aspects of health, safety, and environment.

Timely management of the reporting and documentation.

Provide technical training and certification for the technical department and subcontractors.

Connectivity expert for UPS integrations, IOT consultant.

### *Service Manager Power Protection*

January 2015 - January 2017 (2 years 1 month)

Head of the service team for Power Protection and electric vehicle chargers in Spain, Portugal, and North Africa.

Assuring top-quality support from the Spanish local team and subsidiaries.

Performance management of the service team.

Delivering technical training for the technical department and subcontractors.

Supporting the sales team in complex technical issues and public tenders.

### *Field Service Engineer*

January 2013 - January 2015 (2 years 1 month)

Maintenance and support of UPS systems. Power electronics and connectivity specialist.

## **Newave**

### *Field Service Engineer*

September 2011 - January 2013 (1 year 5 months)

Maintenance and support of UPS systems. Power electronics and connectivity specialist.

## **Sistemas de Información y Protección de Datos, S.L.**

### *Head of R&D and Consultant*

January 2005 - 2011 (6 years)

Head of the R&D and consultant department in charge of:

- New products and business lines.
  - Studies of new project's technical and economic feasibility.
  - Management of new project implementation.
  - Search and qualification of service providers (outsourcing).
  - Homologated consultant of RETA (Red de espacios tecnológicos de Andalucía).
  - Planning and execution oversee of big installations.
  - Technical support to the sales department.
  - Internal tools development.
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## **Education**

Universidad de Alcalá

Bachelor of Science - BS, Industrial Engineering · (2000 - 2005)