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EDUCATION

University Ramón Llull at Barcelona Spain

- Ph.D., Economy and Business, Aug. 2009 – July 2013 (Excellence degree)
Thesis: Service Management as a mean of ICT assimilation in organizations: a case study.
- **Beta Gamma Sigma Award.** High scholastic achievement on Ph.D.

ITESO, Jesuit University of Guadalajara

- M.Sc., Information Technology Management, Jan. 1999 – Feb. 2002
- Thesis: Strategic Planning for Information Technology: a case study
- B.S., Systems engineering, Aug. 1989 – May. 1993
Thesis: Automation strategy for automobile enterprise

Alcalá University at Alcalá Spain

- International post graduate degree in Information Technology Management, Jan. 1994 – May 1994

Massachusetts Institute of Technology – Emeritus

- Postgraduate Diploma in Innovation and Design Thinking (MIT-CU-DU). 2019
- Digital transformation: platform strategies for success. 2018
- Innovation of products and services: MIT'S approach design thinking. 2017.

Koblenz-Landau university, Germany

- Train the trainers in design thinking, 2018

INTERNATIONAL CERTIFICATIONS

- Project Management Institute (PMI). Project Management Professional (PMP), valid until July 2022.

SOCIETIES AND HONORARIES

- President of Project Management Institute, Guadalajara México Chapter, 2008 -2010

PUBLICATIONS

- **Osorno, R., & Medrano, N. (2020).** Framework for the Design of Platforms that Support Open Innovation in Ecosystems. IEEE Transactions on Management Journal
- **Osorno, R; Sabaté, L (2017).** IT Service Management and organizational learning (Approved for publication in Harvard Deusto Business Research Journal) (Approved for publication)
- **Osorno, R; Sabaté, L (2010) ;** Service level agreement as the key to making the best use of ICT; Association for Global Business Proceedings, 2010 (**Best Paper Award**)

Book chapter

- **Ramírez Vázquez, D. d., & Osorno Hinojosa, R. (2018).** Sistemas de Servicio y Co-creación: Nuevos enfoques para la gestión de proyectos. En M. Astudillo, J. Solis, & R. Maldonado, Innovación y

Competitividad en Sectores Estratégicos (pág. 146). Acapulco, Guerrero: Universidad Autónoma de Guerrero, UAGro.

- **Osorno, R. and R. Hernández (2010).** La nueva globalización y la sociedad de la información. Economía global: actualidad y tendencias. ITESO and U. R. L. Facultad d' Economía IQS. Guadalajara: 225-242.

INVITED TALKS

- Innovation International Congress, University of Guerrero, Nov 2019 (Key Note Speaker: Open Innovation leadership)
- Project management Institute & Universidad Panamericana, Guadalajara, Jun 2019 (Conference: Leadership)
- Service Drinks, ITESO. Leadership and innovation (marzo, 2019)
- Talent Land, Guadalajara, Jun 2019 (Open Innovation, África and Nicaragua experiences)
- Universidad Panamericana, Guadalajara, Nov 2018 (Conference: Innovation and entrepreneurship ecosystems)
- World Bank Group, Nicaragua, Oct 2018 (Open Innovation)
- Hewlett Packard, Guadalajara Jun 2018 (Speaker: Innovation and entrepreneurship ecosystems)
- Innovation Community Forum, Universidad Politécnica de Aguascalientes, Jan 2018 (Key Note Speaker: Open Innovation)
- Innovation International Congress, University of Guerrero, Nov 2017 (Key Note Speaker: Open Innovation)
- Transcendences International Congress, CETYS University, Mexicali, Oct 2017 (Key Note Speaker: Open Innovation and Services)
- Campus Party, Guadalajara, Jul 2017 (Conference and Workshop: Open innovation and entrepreneurship)
- Project Management Institute, Dominican Republic Chapter, Oct 27, 2016 (Conference: Service Management applied to Stakeholder Management)
- American Chamber, México, Feb 2016 (Talk: Open Innovation and competitiveness)
- ITESO, Entrepreneurship forum, Sep 2015 (Talk: Open Innovation and entrepreneurship)
- Project Management Institute, Guadalajara México Chapter, Nov 2013 (Conference: Project Management and Leadership)
- Latin America Leadership Meeting of Project Management Institute, Guadalajara México Chapter, Sep 2012 (Talk: Service, value and learning)

PROFESSIONAL EXPERIENCE

Open Innovation projects

- Open Innovation Garage founder (www.openinnovationgarage.com) (2019 – Now)
- KIEP Project. World Bank and Government of Kenya (Feb 2018 – Apr 2018)
 - The World Bank supports the Ministry of Industry, Trade & Cooperatives through the Kenya Industry & Entrepreneurship Project (KIEP). As part of the support to the Kenyan private sector, KIEP sponsors an Industry-Academia Platform (IAP), to support innovation in Kenyan firms and academia through collaboration and new opportunities for students. The study examines the foundations, structure and implementation of the IAP
- CARCIP Project. World Bank and Government of Nicaragua (May 2018 – Nov 2018)
 - Leader of the design of an International Open Innovation Platform
- UCA Managua – Open Innovation Center (Jan – March 2017)
 - I was leader consultant of setting up and launching of the first site in Central America: concepts, operations and strategy for the next 4 years.

- DEMOLA Guadalajara Open Innovation Center - ITESO (2014 – 2016):
 - I was leader of setting up and launching of the first site in America.
 - I delivered 28 successful innovation projects with 150 students and 20 organizations.

ITESO, Jesuit University

Researcher and research coordinator (2015-Present)

- I am leader of Service Science and Open Innovation Research Program, consisting of 5 projects associated with Service Science, Management and Engineering
- I am manager of the formal research program, consisting of 21 projects in the Electronic and Systems department.
- Visit: <http://ssme.academia.iteso.mx>

Chief Information Officer (2008 – 2014)

- I planned and executed the information technology strategy for this university. I was in charge of 65 collaborators providing service to 15,000 students and 900 employees, including, top management and research collaborators.
- I was recognized as CIO100 top managers in México by Info-World Journal for innovating projects and service management.

SAT (Incomes office: IRS)

Chief Information Officer (1997-2003)

- Leader of strategy and operations of incomes information systems. I was in charge of service management and project management of 4 states of the country (Jalisco, Colima, Nayarit and Aguascalientes) with 41 collaborators providing service to 1,000 users.

TEACHING

ITESO, Jesuit University of Guadalajara

- Teaching coordinator: Research Methodologies, Doctoral Program on Engineering Sciences, Today
- Tenured lecturer: Service Sciences, Bachelor program on Service Engineering, Today
- Tenured lecturer: Information Technology Service Management, Master program on Information Technology, Today
- Instructor: Project Management, Project Management program, Today

Pan-American University at Guadalajara

- Guest instructor: Customer service in Project Management, 2016 - today

Monterrey Institute of Technology at Peru

- Guest instructor: Project Management, Project Management program, Spring 2016