

FULANO DE TAL SEM SOBRENOME

IT SERVICES & PROJECT MANAGER WITH +15 YEARS OF EXPERIENCE IN MULTINATIONAL MARKET LEADERS

PROFILE

Track record in providing excellence and continued growth through the management and deployment of projects in major players of the IT & Telecom industry:

- ✓ Outsourcing
- ✓ Contact Centers
- ✓ Smart Offices
- ✓ IT & Telecom Infrastructure
- ✓ Social Media
- ✓ Corporate LAN & WAN Networks

Comprehensive **Project Management** experience, from the Due Diligence, Assessment, Transition and Transformation phases to Operations and Support.

Managed high-performance Sales, Pre-Sales and Technical teams, including:

- ✓ Recruitment
- ✓ Performance Evaluations
- ✓ Conflict Management
- ✓ Task Assignment
- ✓ Technical & Behavioral Coaching
- ✓ Training

Maintained **relations with customers and suppliers**, managing customer perspectives, seeking the best price, time and quality conditions and identifying possibilities to reduce costs and maximize profits.

Established lasting **relations with strategic partners** and senior management, holding periodic status report meetings and providing detailed reports.

Thorough understanding of **strategic planning and risk management**, drafting contingency plans, solving problems and deploying targets and management models.

Successful experience improving **operational and management processes**, identifying and mapping requirements, controlling and modifying methods and systems and finding flaws and inefficiencies.

Strong performance in **new business development**, drafting and designing technical and commercial proposals and providing comprehensive **Sales Support** for the seizing of opportunities through:

- ✓ Market Studies
- ✓ Forecasting
- ✓ Reporting
- ✓ Tactical Customer Loyalty Plans
- ✓ Competitor Evaluations
- ✓ Prospect Control
- ✓ Profitability Maximization

Managed contracts for Infrastructure, Data Centers, CCTV systems, Outsourcing, BPO, Technical Consultancy and Project Management projects ,

Planned **Product & Service Portfolios** and structured marketing campaigns, including the evaluation of competitive advantages and consumer behavior before the release of new products.

Professional **international experience** in the US, Germany and Argentina;

Native Portuguese | Advanced English | Intermediate Spanish

PROFESSIONAL EXPERIENCE

[Redacted] LTDA Mar/2008 to date
Company of the information technology segment

Senior Program Manager

- ✓ Developed the functional delivery group and coordinated the technical consultants, optimizing and increasing the fluidity of the performed tasks.
- ✓ Deployed workshops to breakdown the architecture of the proposed projects and product features in order to foster business relations and brand exposure.
- ✓ Increased the margins of contracts by prospecting contractual additives according to costs, security and the established deadlines.
- ✓ Awards: Project Manager Latam (2012/13) & Best Team Leader Latam (2013)

Available for travel and change of residence

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Sep/2007 to Aug/2008

Company of the information technology and telecom segment

Commercial Director

- ✓ Expanded markets by restructuring the Sales methods and services portfolios.
- ✓ Increased the Professional Service and Network Infrastructure business by 15%

Dec/2003 to Jan/2007

Company of the information technology segment

Technical and Operational Director

- ✓ Led the Outsourcing Business Unit with 850 cross-functional professionals allocated throughout Brazil, answering for R\$ 26 million per year.
- ✓ Successfully eliminated unprofitable contracts and deployed effective controls for SLAs, improving margins by 10% and reducing outsourcing turnover rate.
- ✓ Member of the executive committee to evaluate and close business

Sep/2002 to Nov/2003

Company of the Telecommunications segment

Commercial & Marketing Director

- ✓ Success case in improving yearly revenue by 20% through the acquisition of new customers for broadband Internet and intelligent telephony.
- ✓ Reduced yearly operating costs by approximately 15% through contractual renegotiations with the operators.

Mar/1997 to Aug/2002

Company of the Telecommunications segment

Director of the Outsourcing and Connectivity Services Business Unit (2000 - 2002)

Director of the IT and Telecom Outsourcing Business Unit (1998 - 1999)

Director of Technical Services (1997 - 1998)

- ✓ Managed outsourcing contracts for 1300 multidisciplinary professionals across Brazil, in addition to managing the [redacted] contract for residential telephony in the heartland of São Paulo and Rio de Janeiro.
- ✓ Deployed the connectivity business for the sale and installation of technological resources for the data and voice network, generating a P&L of around R\$ 8 million/year.
- ✓ Engaged in the international [redacted] project (interconnection of the [redacted] consulates in Latin America and the Caribbean via satellite).
- ✓ Established the tactical partnership with the company [redacted] for the integration of solutions in Brazil, in addition to cooperating in the promotion of the [redacted] startup in Brazil, introducing the CRM concept to the country.
- ✓ Negotiated with trade unions and employees, avoiding downtime and impacts on the results.
- ✓ "Best Contact Center Operation for a Financial Institution" award from ABT - Associação Brasileira de Telemarketing

EDUCATION

MBA in Marketing

USP | Fundação Instituto de Administração - FIA

Business Administration

Universidade Presbiteriana Mackenzie

Electronic Engineering

Universidade Presbiteriana Mackenzie

Courses:

Certification in Change Management - APMG International
Innovation and Marketing Program - MITx Massachusetts Institute of Technology
Project Manager - PMI São Paulo