

PARA INGLÊS LER

SENIOR OPERATIONAL EXCELLENCE PROFESSIONAL, CONTINUOUSLY IMPROVING THE STRATEGIC AND FINANCIAL PROCESSES OF COMPLEX OPERATIONS

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PROFESSIONAL PROFILE

More than 14 years of experience in the continuous improvement of the **Customer Service, Supply Chain Management, Finance and Order-to-Cash** areas of market leading companies, consistently improving processes, increasing efficiency and optimizing costs through a comprehensive command of:

- ✓ Process Mapping (AS IS/TO BE)
- ✓ Relationships with Internal Areas
- ✓ Procedures and Guidelines
- ✓ Production Step Mapping
- ✓ Efficiency and Quality Requirements
- ✓ Project Management
- ✓ Change Initiatives
- ✓ Technical Specifications/Standardization
- ✓ Identification of Faults/Gaps
- ✓ Continuous Improvement Methodologies
- ✓ Performance Indicators
- ✓ Definition of Roles and Responsibilities
- ✓ Test Plans
- ✓ Management Systems
- ✓ Performance Analysis
- ✓ Strategic Planning
- ✓ Risk/Impact Analysis
- ✓ Damage Restructuring
- ✓ Action Plans
- ✓ Information Management
- ✓ Report Generation
- ✓ Service Levels (SLAs)
- ✓ RPA (Robotic Process Automation)
- ✓ Order Management
- ✓ Customer Service
- ✓ Financial Activities

Collaborative and innovation-oriented mindset, leading people, negotiations and the architecture and implementation processes of continuous improvement methodologies, management systems, and operational tools and strategies.

Tools/Methodologies: SAP SD | SAP S/4HANA Cloud Sales | ERPs | Scrum | Lean Six Sigma | MS Visio | MS Excel | MS PowerPoint | MS Teams.

Certified in Sales & Distribution by the SAP SD Academy.

Native Portuguese | Professional/proficient English

PROFESSIONAL EXPERIENCE

COMPANY 1

04/2016 - present

Multinational with global operations in the health and agribusiness sectors.

Senior Customer Success / Operational Excellence Analyst | 2020 - present

- ✓ Led global projects and initiatives (SAP and non-SAP).
- ✓ Operational Excellence Award in the Order-to-Cash category.
- ✓ Operational excellence leader in LATAM responsible for conducting workshops, propagating good practices and promoting the standardization of processes with GPOs.
- ✓ Deployed RPA (Robotic Process Automation) scenarios for the entire Customer Service, Order-to-Cash and Supply Chain Management chain.

PROFESSIONAL EXPERIENCE (Cont.)

COMPANY 1 04/2016 - present

Multinational with global operations in the health and agribusiness sectors.

Customer Service Analyst (Crop Science) | 2019 - 2020

- ✓ Process mapping and consulting initiatives to identify gaps.

Commercial Process Analyst (Key User SAP SD) | 2016 - 2019

- ✓ Delivered products to partner customers and own stores.
- ✓ Deployed the EDI tool for order collection.

COMPANY 2 04/2013 – 04/2016

Largest tourism operator focused on students in Brazil.

Financial Analyst

- ✓ Processing and settlement of payments, bank reconciliations, accounts payable & receivable, contacts with financial institutions.
- ✓ Developed financial and operational performance indicators and the financial planning & control of projects, contracts, revenues and costs.
- ✓ Planned the entire financial routine.

COMPANY 3 08/2011 – 07/2012

Company providing medical and diagnostic medicine services.

Information Management Trainee

- ✓ Developed queries, analyzing and performing the governance of masterdata of customers in SAP.
- ✓ Key User of SAP FI.
- ✓ Supported the deployment of the Prophix tool.
- ✓ Implemented BSC in Finance.

EDUCATION

MBA in Digital Business 2022

USP/Esalq

Accounting Sciences 2012

Faculdades Metropolitanas Unidas.

MAIN COURSES / CERTIFICATIONS

- ✓ SAP SD Academy (Sales & Distribution)
- ✓ Lego Scrum, Fundamentals and Practice - FIAP
- ✓ SAP S/4HANA Sales Functions and Innovations course (S4SD1) - Ka Solution
- ✓ SAP MM Training - Udemy
- ✓ SAP Customer Master Usage for Order-to-Cash Processes - Udemy
- ✓ Logistics and Supply Chain Management – Udemy
- ✓ Full RPA Developer Course with UiPath - Udemy