

FULANA DE TAL SEM SOBRENOME

SPECIALIST IN IT AND PRE & AFTER SALES SUPPORT, DELIVERING COMPLEX PROJECTS WITH MULTIPLE PARTNERS

PROFILE

Career built as Deployment and Pre & After Sales Support Specialist in the leading mass media and information firm [REDACTED]. Coordinated complex long-term projects with multiple partners and internal and external providers to ensure customer satisfaction and SLAs and align customer expectations with Sales.

Technical skills: Microsoft Office, Microsoft Project, Visio, HP Service Manager, Networks, Databases, Telecom, Salesforce (intermediate).

Native Portuguese | Fluent Spanish | Advanced English..

ACADEMIC BACKGROUND

Graduate's degree in IT Management and Corporate Governance
Senac (2013 - 2015)

Bachelor's degree in Business Administration with a major in IT
Faculdade de Informática e Administração Paulista - FIAP (2005 - 2008).

PROFESSIONAL EXPERIENCE

Não traduza seu CV se não dominar o idioma! Um erro te desqualifica.
[Contrate meus serviços agora >>](#)

Customer Implementation Specialist (São Paulo) (2012 to date)

- ✓ Pre- and After Sales Support in the deployment of telecom and infrastructure projects, assisting in scope definition to meet deadlines, scale for stakeholders and mitigate errors and delays.
- ✓ Responsible for mid and long-term deployments, from the project design and customer presentations to the customer acceptance phase.
- ✓ Key player during the Delivery Direct Campaign at [REDACTED] – first LATAM CIS to complete the migration.
- ✓ Updated the project documentation of the knowledge database (HP TOM Order, Salesforce and RAID).
- ✓ Coordinated all departments in the deployments, generating reports, providing quick solutions for problems and minimizing delivery impacts.
- ✓ Coached the trainees in the department

Customer Implementation Specialist (Buenos Aires) (2010 to 2013)

- ✓ Responsible for deployments and support in Mexico, Argentina and Chile.
- ✓ Drafted weekly and monthly reports regarding campaigns and deployments for the Sales and Project Management departments.
- ✓ Maintained the historical and Lessons Learned database.
- ✓ Ensured the application of best IT practices, in addition to the quality of deployment, including the user acceptance test.

Vendor Management Analyst – Latam (São Paulo) (2009 to 2010)

- ✓ Hit the regional customer service quality targets for 5 consecutive years.
- ✓ Created a local costs model to service the Brazilian market, reducing visit and maintenance costs by 20%.

Vendor Management Trainee – Latam (São Paulo) (2005 to 2008)

Trainee - Information Technology (São Paulo) (2003 to 2004)

COURSES

ITIL V3 - Foundation V3 (Certified in 10 September 2009)

PMP (Project Management Professional)

[REDACTED]: Excel VBA

[REDACTED] products: FXT, Eikon and TREP.

Siebel platform for CRM

Take Back your Life – optimizing time in daily activities.

Huthwaite – Creating Value for the [REDACTED] Customer: Workshop