

Joana sem Sobrenome

Tel: xx xxxxxxxx | xxxxx@xxxxxxx.com

Objective:

Seeking a Sales Management position.

Summary:

Worked at XXXXXX since 2003, starting as Trainee of the Vendor Management department. Over the years, I've worked in the IT department as Implementation Specialist, answering for the coordination of internal and external providers, supporting the Sales department in pre- and after sales and focusing on client satisfaction. Delivered complex long-term projects with multiple partners, ensuring SLAs and aligning client expectations with Sales.

Education:

Graduate's degree in IT Management and Corporate Governance.

SENAC – São Paulo – www.sp.senac.com.br

From August 2013 to July 2015

Bachelor's degree in Business Administration with a major in IT.

Faculdade de Informática e Administração Paulista (FIAP) - www.fiap.com.br

From March 2005 to November 2008

Other Short-Term Courses, Workshops and Seminars

- ITIL V3: Information Technology Infrastructure Library - Foundation V3
Certified in 10 September 2009
- PMP (Project Management Professional) 60 hours
- XXXXXXXX: Excel VBA
- Workshop and technical training on XXXXX products: FXT, Eikon and TREP.
- Siebel platform for CRM
- Take Back your Life – short term course about optimizing time in daily activities.
- Huthwaite – *Creating Value for the XXXXXX Customer*: Workshop focused on Sales - identifying customers' needs and offering the product/solution that matches their expectations.

Professional Experience

XXXXX XXXXXX - São Paulo 2013 to date

Customer Implementation Specialist

Pre- and After Sales Support in the deployment of telecom and infrastructure projects.

Responsible for mid and long-term deployments, from project design and customer presentations to the customer acceptance phase.

Key player during the Delivery Direct Campaign at XXXXX XXXXXX - first LATAM CIS to complete the migration.

In charge of keeping the knowledge database up to date (HP TOM Order, Salesforce and RAID)

Monthly coaching sessions with the Trainee of the department.

- Provided support to the Sales department regarding technical issues, especially infrastructure, telecom and deployments.
- Documentation of projects in the knowledge database, including network diagrams for each new deployment.
- Provided technical support in after sales, assisting the Sales department in defining the scope so the deadline could be met, scaling for the stakeholders and involved departments and mitigating errors and delays in the delivery.
- Managed short and long term projects on a daily basis, monitoring SLAs so that deliveries were made within the established dates and ensuring customer satisfaction.
- Responsible for coordinating all departments involved in the deployments, generating reports for the Stakeholders, providing quick solutions for unexpected problems and minimizing the impacts during the delivery of projects.
- Coaching sessions with the trainees in the department.

XXXXX XXXXXX - Buenos Aires – July 2010 to January 2013.

Customer Implementation Specialist

Responsible for deployment and support in Mexico, Argentina and Chile

Drafted weekly and monthly reports regarding campaigns and deployments for the Sales and Project Management departments.

- Managed projects for global clients and locations of the financial market in Brazil, Mexico, Chile and Argentina.
- Maintained the historical and Lessons Learned database.

- Answered for ensuring the application of best IT practices in the activities, in addition to answering for the quality of deployment, including the *user acceptance test*.
- Deployed a working matrix and activities model for more agility in daily routines.

XXXXX XXXXXX - São Paulo – January 2009 to July 2010.

Vendor Management Analyst Latam

- Responsible for the regional customer service quality, achieving and maintaining the targets proposed for 5 consecutive years.
- Created a costs model parallel to the global model to service the Brazilian market, reducing visit and maintenance costs by 20%.

XXXXX XXXXXX - São Paulo – January 2005 to December 2008.

Vendor Management Trainee Latam

- In charge of quality assurance for Brazilian customers.
- Worked directly with Managers during the migration of the Field Services department to IBM, assisting by providing resource management information.
- Involved in contract negotiations, providing information to customize/define a new SLA according to the needs of the company and client.
- Involved in the service quality and maintenance project for Brazil (Quality Assurance)
- Involved in the outsourcing project of the Field Services area, creating metrics for the new service and defining SLAs to meet demand based on the ITIL best practices library.

XXXXX XXXXXX - São Paulo – October 2003 to December 2004.

Trainee - Information Technology

- Administrative and direct support activities, reporting to the IT Manager.
- Performed administrative activities, providing support to the head of the IT department.

Languages:

- Advanced English, Fluent Spanish, Native Portuguese.

Technical Skills:

- Microsoft Office, Microsoft Project and Visio.
- HP Service Manager
- Network, Database, Telecom, Salesforce basic/intermediate knowledge.