Hugo Jahaziel Nieto Bianchi.

✉ euroks@gmail.com

📱 56.1041.1366

📍 Magdalena Contreras, CDMX.

mx.linkedin.com/in/hugo-nieto-077a3549
elcreador.euroksworkshop.com

LANGUAGES

- English: Fluent
- Portuguese: Intermediate

AREA OF EXPERTISE

- Strategic planning
- Process management
- Data management

SKILLS

- O365
- MS Visio
- Enterprise Architect
- UML
- MS Access
- SQL
- Visual Basic
- Python
- WordPress
- SolidWorks
- Autocad
- CorelDraw
- Photoshop
- CRM Oracle EBS
- CRM Oracle eBiz
- Oracle OBIEE
- Oracle Discoverer
- Hubspot
- Tableau
- SAP – Hana
- Salesforce
- HubSpot
- Power BI
- Softr
- Airtable
- Ubuntu

Professional summary.

More than 7 years of experience deploying and implementing actions to improve business through information control and process improvement.
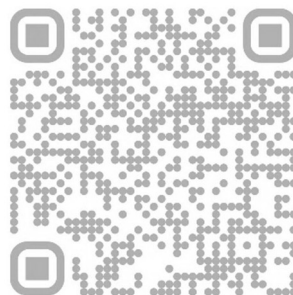
- Data Management
- Process Management.
- Team Coordination.
- Business Understanding.
- Systems Management.
- SLAs & KPIs.
- Master Data Management.
- Partnership Management.
- Contract Management.
- Business Intelligence Administration.

Capabilities.

✓ Strong analysis capacity used to raise strategies, focused in the success solve of troubles.

✓ Define and deploy efficient processes, oriented to useful results.

✓ Innovation, control and efficiency into the daily labor.

✓ Communication skills with clearly language, under every circumstances.

✓ Working under frameworks, processes and workflows [Scrum, ITIL, P2P, Waterfall, Agile principles].

Academic formation.

Mechanical engineering IPN ESIME Culhuacan.
MBA. UNITEC Marina Nacional.

Data and Process Manager.
Virtual Latinos. January 2024 – Today.

- Data Management and Governance.
    - Design of analysis models
    - Enterprise KPIs & Scorecards
    - Database Maintenance & Cleaning
    - Oversee data quality.
    - Resolve data issues
    - Define and enforce data governance standards.
    - Generate data-driven reports and insights

- Process Architecture.
    - Analyze and optimize existing processes.
    - Document and standardize procedures (SOPs).
    - Implement automation solutions.
    - Address data and process-related inquiries.

- R&D Management.
    - Requirements gathering
    - Technological research and evaluation
    - Development roadmap and scheduling
    - Monitor data workflows and integrations.
    - Support system upgrades and technology implementations.

Business Analyst.
Augmenta [Consultant]. June 2023 – January 2024.

- Develop and Process Implementation (SCRUM - ITIL).
    - Process analysis
    - Process design
    - Process modeler
    - Process control
    - KPIs implementation

- System Implementation.
    - Application selection
    - Design and development of applications

Process and technology administration manager.
U-Storage. September 2021 – June 2023.

- Develop and process implementation (SCRUM - ITIL).
    - Process analysis
    - Process design
    - Process implementation
    - Proccess control
    - Development and use of KPIs

- Administration and operative management.
    - Operation management
    - Continuos improvement of service
    - Continuos improvement of technological platform
    - Operative expenses control

- Partnership management.
    - Choice and evaluation
    - Capabilities and performance
    - Documental administration
    - Payment control
    - Contractual Management

- Data Base Management.
    - Installed base management (logic and physics)
    - Data consolidataion
    - Technology architecture development
    - Exploiting information

- Financial management.
    - Financial aligment to enterprise policies
    - Opex of area
    - Budget strategy
    - Performance indicators
    - Forecast

Process and quality Manager| BI Architect LATAM.
Diebold Nixdorf. October 2016 - September 2021.

o Analisys & Contract Management.
- Contractual SLAs
- Customer management

o Control and information Management.
- Service KPIs
- Logistic KPIs
- Helpdesk KPIs
- Service Forcasting
- Design of analysis models

o Master data management.
- Installed Base Management
- Users on system

o Process Management (Based on ITIL®).
- Process analysis
- Process design
- Process implementation
- Proccess control
- KPIs design

o System management.
- Platform control (ERP, CRM, DWH)
- Users control
- Training (ERP, CRM, DWH)
- Business Intelligence Administration.

Data analyst.
Diebold Nixdorf. January 2013 - October 2016

- Operative data analysis (Data minning, data processing).
- Information analysis (KPIs, strategic analysis)
- Information Management and Control
- Automate administrative business processes.
- Build reports to Manager and Director level.
- ERP Management.
- Coordination, analysis and control of processes (Process improvement).
- Contract analysis (Customer, partners and vendors).
- Business analysis.

Information & quality analyst.
Sonda. November 2010 - January 2013

- Data management and control.
- Design and develop systems and applications to mining, control and manage the system information.
- Design and develop automated analysis and statistic reports to Manager level.

SolidWorks designer.
Aparatos electromecánicos Von Haucke S.A. de C.V. . June 2010 - December 2010

- Design and modeling in CAD systems of furniture conceptual projects.
- Estimate cost of inputs in the manufacturing processes.
- Supervising manufacturing processes.

Processes analyst.
Qtx de México S.A. de C.V. December 2008 - March 2009.

- Organize, define, mapped and modeling responsibilities and proceedings, inside the business processes; assess the labor time and risks that could be define the deadline of the project.
- Tested the model raised in the process analysis.
- Build the risk report and progress analysis of the project.