

DANIEL AGUIRRE

Service delivery Lead & PMO.

CONTACTO

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CORREO ELECTRÓNICO:
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Estudios:

Perito Mercantil
1994-1998 IEC (completed)

Image advisor

2004 – 2006 CEDEBA (completed)

Operator for windows applications

1998 – 2000 F.U.C.E (Probet) (Completed)

English professor

1997 High Lyceum of English culture (completed)

QA tester Manual – análisis y diseño de casos de prueba.

2022 EducacionIT

PMO & SERVICE DELIVERY LEAD
2022-CURRENT LabsXD
PMO team lead. Team management & capacity planner, resources assignation. Time tracking per each team reports and follow up. Operative meetings to provide status on projects. Working agile with service delivery leads of different project. Analysis of indicators.

SERVICE DELIVERY LEAD
2019-2021 ACCENTURE
Team Lead in charge of 18 people. Learning delivery activities, such as course creations, communications, virtual support, recordings, hosting sessions. Client facing. Scope negotiation, FTEs required. New scope absorption. Transition plans. J2IO targets, documentations and certifications. Metrics reports. Agile Methodology. Innovation

F&A TEAMLEAD
2017-2019 ACCENTURE
Supervisor over a team with 10 members. Be supportive at analyst regarding escalations from client. Metric analysis and reporting monthly results to Client. SLA's and KPI analysis to improve results or maintain required metrics. Continuous education on people management and innovation tools.

MERCK OPERATIVE COORDINATOR
2016-2017 ACCENTURE
Supervisor of HR transaction analyst for Merck at Accenture, all over Latin America, with 10 people in charge Tools: SAP. HTR. SharePoint. Remedy. Outlook. Shared mailboxes. Distribution lists. Daily tasks: Follow up with procedures on HR matters, Reporting. Assistance to HR analysts concerns. Permanently contact with client. Workshop for new scope acquisition. PPT's with metrics and monthly results. Languages spoken Spanish - English- Portuguese.

SERVICE DESK AGENT AND COORDINATOR
2012-2016 ACCENTURE
Team coordinator at internal service desk for Accenture´s employees. Assigning incidents, follow up with agents, reporting absences, handling call flows, Reporting and following up backlog incidents´, reporting performance. QA feedback. People in charge 15. Monthly report and presentation for associates on project´s SLA and metrics.

Service desk, Internal technical support. Fixing issues on applications and software to internal users at Accenture. Installation and configuration assistance. Supported applications: MS Outlook, MSOffice, Win logon password reset, SAP, ITSM Remedy BMC, W7, Active Directory, Lync 2010, Bitlocker encryption disk. Symantec VIP access application. Symantec Endpoint protection Antivirus.