María Zan

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Professional Profile

MBA with more than 15 years of Customer Service experience within Collections, Rebates and Project Management as SME / BPX. During the last few years holding an interdisciplinary role as Leader, Coach and Subject Matter Expert / Business Process Expert.
Experienced delivering trainings and presentations with both local and foreign audience, non Spanish Speakers. Key participant of interdisciplinary and inter-area Implementation Teams, acting as scrum master and applying communication and negotiation skills.
Focused on continuous improvement, customer satisfaction and operational KPIs.

Work Experience

WARNER BROS. DISCOVERY **(2020 — Present)**

Order to Cash Senior Manager - Billing Latin America

- **Senior Manager - Billing and Contract Administration - Latin America** **(2023 - Present)**
  Responsible for the Latin America Billing and Affiliates Contract Administration Processes, the operation and accomplishment of annual metrics and goals. Team of 15 employees based in Argentina, Brazil and Chile, running e-billing process for Argentina, Chile, Colombia and Mexico, and US entities billing.

- **Manager - Billing, Customer Reconciliation & Cash Application - Latin America** **(2020 2022)**
  Responsible for Latin America Billing, Ad Sales Reconciliation and Cash Application Processes. the operation and accomplishment of annual metrics and goals. Team of 20 employees based in Argentina, Mexico and USA, running e-billing process for Argentina, Chile, Colombia and Mexico and US entities billing.

- Career development coaching for the team, acting as second support level related to process and system concerns. Focal Point for internal and external audit processes.

- Key participant for SAP HANA implementations, global and regional optimization projects, standardization and M&A, always focused on continuous improvement.

- Direct report to the Order To Cash Latin America Director.

Achievements:

- ✓ *Co-leadership of multiple successful SAP HANA implementation projects for LatAm e-Billing.*
- ✓ *Leadership for the centralization of LatAm Billing activities in Argentina, with successful migration and unification of processes and systems.*
- ✓ *Coordinated training for the Latin America shared service center billing team based in Mexico.*

THE DOW CHEMICAL COMPANY **(2001 10.2018)**

BPX - Latin America Business Process Expert Collections and Rebates **(2015 2018)**

- Responsible for the Latin America Collections and Rebates Process, its definition, documentation and training. Second level operation support, including internal and external audit processes.

- SAP ECC implementations, global and regional optimization projects, standardization and M&A, always focused on continuous improvement. Based in Buenos Aires, co-located both at United States and Brazil during the different projects' fases. (Fases: Requirements, prioritization, testing, implementation, hyper-care).

- Direct report to the Latin America Customer Service Implementation Leader.

Achievements:

- ✓ *Co-leadership of multiple successful SAP ECC implementation projects for Collections and Rebates.*
- ✓ *Implemented new FSCM SAP ECC tool for collections prioritization and execution for Latin America.*
- ✓ *Provided training to the initial Latin America shared service center collection team based in Sao Paulo, Brazil.*

Collections Process Leader - Latin America South Region **(2013 2016)**

- Latin America South Collections Team Leader, responsible for the operation and accomplishment of annual metrics and goals. (Average team: 9 employees)
- Career development Coaching for the team, acting also as first support level related to process and system concerns.
- Direct report to the Global Customer Service Director and to the Latin America Integrated Supply Chain Director.

Achievements:

- ✓ *Implemented discrepancies and disputes reduction projects, aligned to global functional goals.*
- ✓ *ISO 9001 2008 re-certification for Customer Service - Collections Process.*
- ✓ *Updated Argentina Collections Model, introducing new payment methods for customers.*

Senior Receivable Specialist and Collections Work Process Coach **(2004 2013)**

- Responsible for the collection of different Latin America South Customers portfolios, direct customer interaction role.
- Coach of my colleagues as the first support level for the South Region and the 3 last years for all of Latin America. Training and special monitoring for new team members. Support and testing during several system implementation projects.
- Search and escalation of improvement opportunities, always focused on continuous improvement, customer satisfaction, value creation and teamwork.
- Customers' accounts reconciliation.

Achievements:

- ✓ *Co-Leadership over development and implementation of an integrated SAP ECC Tool for Cash Application and Revaluation Notes calculation and creation.*
- ✓ *Focal Point and Key Point of Contact during the migration of SAP R2 to SAP ECC first milestones. Requirements, testing, and team training. 2010/2011*
- ✓ *Six Sigma Green Belt Project Leader Certification through a Customer Collections Identification Improvement Project.*
- ✓ *2010. Received Latin America Customer Service Excellence Award. Nominated by my pears and leader based on my collaboration skills, problem solving and process knowledge.*
- ✓ *2008. New Strategic Portfolio assigned, improving significantly all ratios and customer relationship.*

Invoicing and Cash Application Specialist, Controllers Latin America **(2001 2004)**

- Payment Allocation and Invoicing. Account Reconciliation and support to Bank Reconciliation Team.

Achievements:

- ✓ *Improvement over booking and follow up for Export Rebates Process.*
- ✓ *Redesign and implementation for the Argentina Invoice Delivery Process.*

Education

- **MBA: Master of Business Administration**
  - ✓ Pontificia Universidad Católica Argentina, Buenos Aires, UCA
- **Business Leadership Diplomacy**
  - ✓ Instituto Tecnológico de Buenos Aires, ITBA
- **Economics Bachelor's degree**
  - ✓ Universidad Argentina de la Empresa, UADE

Courses and Training

- Six Sigma Green Belt Project Leader Certification.
- ADKAR Change Management Academy Lite. Prosci.

Languages

Spanish (Native) / **English** (Advanced) / **Portuguese** (Advanced) / **French** (Intermediate)

Interests & Hobbies

Volunteering: Youth Olympic Games Buenos Aires 2018, Guest Service and Protocol.