

DANIEL AGUIRRE

Service delivery Lead & PMO.

CONTACT

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Studies:

PMO Lead
2022-CURRENT LabsXD
PMO lead. Responsible of end-to-end resource assignment and project staffing process. Bus Ops programs reporting, presentations development, scheduling meeting, organize meeting agenda, take meeting notes/minutes, follow-up on projects supporting Service Delivery Leads, consolidate/track information, support on reporting and tracking process automation, keep files on Teams updated. Agile Methodologies (Scrum)

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, documentation and certifications. Metrics reports. Agile Methodology. Innovation

F&A TEAMLEAD
2017-2019 ACCENTURE
Supervisor over a team with 10 members. Be supportive of analysts 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