IVAN DOBROTINICH

Experienced Manager. Proactive, innovative, energetic, results driven leader dedicated to client and customer relationship growth. Flexibility to respond to a changing environments and work with young professionals of today. Dedicated professional focused on quality and performance delivery, group management and leadership.



EXPERIENCE

Argentina
April 2018 - Present

LATAM Operations Director & Argentina Country Manager
Nextperience

Digital Agency with focus on Technology, Digital Marketing, Digital Transformation and Technology.

LATAM Operations Director:

- Responsible for the Global Digital Transformation and internal Process Digitalisation.
- Translate strategy into actionable goals for performance and growth.
- Implement organisation-wide goal setting, performance management, and annual operating planning.
- Oversee company operations and employee productivity, building a highly inclusive culture ensuring team members thrive and organisational outcomes are met
- Drive a culture of continuous improvement by participating in and being an active driver encouraging a high performing virtual team where new ideas and solutions are encouraged, evaluated, quantified and implemented.
- Quarterly Business Reviews and NPS reviews to ensure client satisfaction.
- Global Training strategy.
- Internal process improvement and costs reduction strategies.
-

Argentina Country Manager:

- Oversee strategy implementation and operations for Argentina. Accountable for achieving the account financial targets and KPIs.
- Client management: negotiations, contracting, up-selling and engagement.
- Work side-by-side with the region to deliver high-quality products and services.
- Monitor financial performance of all accounts and work with delivery teams to support local actions to address and satisfy any client or program demands. Financial planning and reporting.
- Business development, prospecting and promotion of all lines of services within existing clients.
- Provide strong, dynamic leadership that mentors, develops, and shares best practices with operation teams to efficiently and effectively drive performance and profitability.

Ciudad Autonoma de Buenos Aires
January 2012 - September 2018

PMO Associate Manager
Accenture

- Team Manager. Responsible for multiple large client teams across US, Canada and Europe.

CONTACT INFORMATION

Email

ivan.dobrotinich@gmail.com

Address

Blvd. de todos los Santos 4500, Tigre

Phone

+54911 5462 9530

SKILLS

- Enterprise Management and Strategy
- Program and Project Management
- Leadership
- Full Stack - HTML/CSS/JS
- Design Thinking
- Lean Six-Sigma Process Improvement (Yellow Belt Certified)
- Agile - Scrum Master
- Advanced Office Tools
- Adobe Creative Cloud Tools

LANGUAGES

English

Advanced

Spanish

Native

- Responsible for the overall client strategy and resource assignation. Ensure that the delivery strategy matches client expectations.
- Client Relationships Management and POC. Manage expectations with the client as well as internal delivery teams.
- Business development. Captivate new clients and expand existing relationships.
- Ensure adequate scope, cost, metrics and quality management.
- Process improvement and implementation. Responsible for standardisation and continuous improvement of existing processes. Reduce operative costs and effort and provide value-added tasks.
- Training Capability Lead. Responsible for creation of new trainings, improvement of existing ones and report to the capability lead with KPIs and Metrics.
- Monitoring and Control of the program/project throughout the project lifecycle. People management for all leaders on portfolio accounts.
- Performance Management and Coaching. Generation of new leaders, identify talent and make the best use of everyone´s strengths.

Previously: Team Lead, Sr. Analyst, Analyst.

Ciudad Autonoma de Buenos Aires
March 2007 - January 2012

Account Manager
TeleTech

- Manage operations with +250 resources for Sprint-Nextel. Sales Support and Customer Care Campaigns.
- Training and Quality teams coordination. Responsible for the Client Quality Controls and Training Strategy and Operations.
- Client relationships management. Responsible for the negotiations with the client, rates, commissions, KPIs and
- Financial and Staffing Management.
- Metrics & Client Performance Reviews like QBRs and MBRs.
- Staffing & Financial Management. Responsible for staffing and financial health of the campaign.
- Overall Responsible for Operations and deliverables.

Previously: Training & Quality Manager, Program Operations Coordinator, QA Specialist, Staff.

EDUCATION

Ciudad Autonoma de Buenos Aires
Ongoing

Dirección de Negocios
UCES

Ciudad Autonoma de Buenos Aires
Ongoing

Full Stack Developer
Acamica

Ciudad Autonoma de Buenos Aires
2017

Design Thinking
Minds Garage

Ciudad Autonoma de Buenos

Scrum Master

Aires
2017

Agile Delivery School - Accenture

Ciudad Autonoma de Buenos Aires
2010

White & Yellow Belt
Lean Six-Sigma

Adrogue
2006

Bachiller en Economia y Gestion
Instituto ALFA San Gabriel