HERNAN NOVODVORSKI

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PROFILE

IT Senior Manager with broad experience in SAP

More than 24 years of experience in information technology helping large corporations in consulting, system integration and application management services, mainly in SAP. Multi-skilled professional with flexibility to lead client delivery activities, sales processes and key initiatives. Strong experience leading onshore, offshore and nearshore high-performance teams.

MAIN AREAS OF EXPERTISE

- Program and Project Management
- SAP System Integration
- SAP Application Management
- SAP Intelligent Spend Management
- SAP S4 HANA Solution Architect
- Team Leadership
- Finance & Budget Management
- Business Development & Sales Strategies
- Contract Negotiation & Execution

MOST RECENT EXPERIENCE

Accenture **Mar. 1996 – current**

Experienced Manager in Technology Group **Apr. 1999 – current**

Over the last years I led SAP Sourcing and Procurement practice in Argentina composed by +100 resources with strong focus in SAP Procurement new technologies (Ariba, Fieldglass, S4 HANA and other intelligent solutions). I oversaw training, career development and project assignments of local resources.

Implemented a hub of SAP Intelligent Asset Management in Argentina. This SAP solution is part of Digital Supply Chain combining predictive maintenance, IoT, artificial intelligence and mobility, integrated with SAP and non-SAP ERP backends. Conducted several workshops and webinars to clients, working in conjunction with SAP Digital Supply Chain South Region.

Led complex implementation projects and application management services for important local, regional and global clients in many industries like Consumer Goods, Heavy Equipment, Transportation, Metals and Utilities, mainly in SAP. Oversaw the end-to-end process: contracting, staffing, project mobilization, execution and closure.

Worked in end-to-end sales processes of many SAP opportunities for Latin America clients covering different roles like Sales Lead and Solution Architect. Achieved sales for top accounts, ranging from USD 4M to USD 5M when focused on sales activities.

Led important Recruiting initiatives aimed to grow SAP practice in Argentina and hire top talents including marketing campaigns, young professional programs and internal activities. Based on these initiatives it was achieved an important grow of +20% in SAP practice during 2019.

TELECOM, Argentina **Mar. – current**

Core Digital was a project of high complexity: + 2 years including the implementation of SAP S4 HANA, Ariba and VIM solutions, impacting + 23,000 employees and +5,500 SAP users in Argentina.

Responsible for implementing the application support model for SAP S4 HANA and its related components in a short period of time, including methodologies, processes and tools for post go live support, hypercare and stabilization period. This model is composed by different support tiers organized in agile cells for managing corrective, evolutive maintenance and business user queries. Defined the governance model and the status reports for tracking both system health and business operations during the first month after go-live.

AVIANCA, Colombia **Jan. – Apr. 2020**

Phoenix program pursued important benefits for Avianca, mainly on costs reduction. This initiative encompassed different initiatives: IT reorganization, new net revenue platform, digital contact center, back office transformation, strategic marketing operations, digital platform and SAP program.

Led SAP program stream being responsible for the assessment of 5 key areas related to SAP S4 HANA project being implemented by SAP Consulting (with go-live date Jul 1st , 2020) with 30 countries in scope and +4,000 users: value realization (to confirm if a business case was in place, which were the value leavers and understand planned vs actuals figures), project execution (to confirm if SAP project best practices were being used), application and technical architecture (to find potential improvements and savings) and application management. As part of this assessment there were identified critical topics related to project cutover, change management and future application support.

DANONE, Argentina and Uruguay **Nov. 2017 – Dec. 2019**

Project Manager in the implementation of Danone SAP Themis global template for Dairy processes in Argentina and Uruguay with distributed teams in France, Argentina and Philippines, +100 project members including business, IT and Accenture. Project scope included Finance, Inventory and Supply Chain, Procurement, Manufacturing and Order to Cash processes. Responsible for the staffing, project planning, issues and risks management, project budgeting, status reporting among other key activities.

This project had important complexities in Argentina due to huge volumetric (i.e. +40,000 invoices per day), specific union regulations, proximity model, fleet management, and EAI integrations mainly.

SOTREQ, Caterpillar Dealer in Rio de Janeiro Brazil **Feb. – Dec. 2016**

SAP ADMS (Accenture Dealer Management Solution) project was a critical and very complex project that took ~ 3 years involving +120 resources including business, IT and Accenture resources, covering the following processes: machine and engines, services, parts, marketing, rental, holding & projects, performance, finance and Brazilian taxes,

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Responsible for the mobilization and takeover of application support services in a hard context with a team of +50 resources distributed in Brazil, Argentina and India during post go live support, hyper care and stabilization period. Services scope included: corrective, evolutive maintenance and user advisory.

PARANA EQUIPAMENTOS, Caterpillar Dealer in Curitiba Brazil **Feb. 2015 – Feb. 2016**

Senior Manager during the hypercare and stabilization period of application management services working with distributed teams in Brazil, Argentina and Philippines. Had to implement an aggressive action plan consisting of +120 items to solve several problems in the support services, complex and critical defects in the implemented solution. Able to implement such plan on time, achieving an important service stabilization and cost savings ~30%, gaining the recognition of the Dealer Principal and CFO.

FERREYROS, Caterpillar Dealer in Perú **Apr. 2014 – Sep. 2015**

Project Director in the implementation of SAP CRM 7.02 for parts and services sales processes. Project scope included: integration with call center, interaction center, customer and equipment 360° view, opportunities and quotation management, service planning, integration of SAP CRM with legacy systems and reporting. Led a distributed team in Perú, Argentina and India.

OTHER IMPORTANT ENGAGEMENTS **Jul. 2004 – Apr. 2014**

During my career I led other important projects: SAP project in Bacardi, Argentina, Chile & Uruguay (2017), SAP projects and application management services for Latin America Caterpillar Dealers (2011 – 2015), AFLS Project in Compañia Sudamericana de Vapores, Chile (2011), Infrastructure Outsourcing Services for Arcos Dorados, Latin America (2010 – 2011), CRM Application Management Services in Telefónica de España, Argentina & Spain (2008 – 2010), SAP Application Management Service for Techint Ingeniería y Construcciones, Latin America (2005 – 2007), SAP project in Techint Ingeniería y Construcciones, Latin America (2004 – 2005) among others.

EDUCATION

UNIVERSIDAD TECNOLOGICA NACIONAL, Buenos Aires Argentina

Degree: Information Systems Engineer (2000), Information Systems Analyst (1999)

LANGUAGES

English: Advanced

Portuguese: Advanced

Spanish: Native