CURRICULUM VITAE - JULIANA RICATTI

Date of Birth: 16 de Octubre de 1981

Nationality: Argentina

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EXPERIENCE

ACCENTURE

Av Roque Saenz Peña 777, CABA.
2011 – Actualidad

Contact Reference:
Fernado Coriasco
fa.coriasco@gmail.com

- **LATAM Team Lead for Supply Chain Operations**

  Coordination of LATAM Supply Chain Operations and local team, regular meetings with client, vendors and regional teams, metrics' analysis and reports (in SAP, EXCEL, Power BI), processes analysis to identify areas of improvement, internal and external training on tools and processes (SAP, EXCEL, client tools for Supply Chain), internal trainings on communication strategies and best practices, elaboration of specific reports for Supply Chain operation, Project Management for new releases in SAP (UAT and Production).

- **Global SOX Coordinator.**

  Presentation of SOX controls in place for Global Supply Chain, audits coordination together with the client and Accenture regional teams, remediation plans, presentation of new SOX controls and follow up until their implementation.

- **GPO (Global Process Owner) for LATAM**

  Review of Supply Chain processes (changes, upgrades, launches) together with GPO global team, coordination of processes implementation at local delivery center.

- **Channel Manager Latin America**

  Order and Query Management for LATAM Supply Chain, Delivery Orders organization and scheduling, Demand Planning for Hardware, Software and Gaming Line of Business, external training to distributors, development and implementation of process improvements, regular meetings with client, vendors and regional teams, elaboration of reports per line of Business, Daily Meetings with Freight Management Vendors (FMV's).

- **Operations Account Manager**

  Order and Query Management for LATAM Supply Chain, operational reports from SAP and in EXCEL, inventory review and analysis, deliveries and billing projections based on forecast, external training to distributors on client's tools for order management.

- **Supply Chain Customer Service Representative**

  Order and Query Management for LATAM distributors, stock analysis, order status reports from SAP and in EXCEL, creation of deliveries, billing monitoring.

APEX-SYKES

Mitre 577, Rosario, Santa Fe.
2005 – 2011

Contact Reference
Nadim Abraham
nadimla@gmail.com

- **QA Analyst**

  Metrics review and analysis, elaboration of QA reports, feedback to the team.

- **Customer Service Representative**

  Email and chat customer service in Portuguese – English – Spanish. Outsourced support to global internet company.

- **Internet Forum Moderator**

  Forum moderation in Portuguese – English – Spanish. Contents review, reports on violations to the site terms of use.

- **Customer Service Representative**

  Phone customer service in English – Spanish. Outsourced support to US phone company, queries management, line issues troubleshooting, cases escalation.

EDUCATION

- **Universidad Nacional de Rosario.** Rosario, Santa Fe. 2000 – 2007.
  Licenciatura en Antropología (*Estudios incompletos*).
- **Instituto Villasoles.** CABA, Buenos Aires. 2017 – Actualidad.

  Interpretariado en LSA – Lengua de Señas Argentina (*Estudios en curso*).

SKILLS

- **ENGLISH**
  Expert – Oral y Written.
- **PORTUGUESE**

  Expert – Oral y Written.
- **SAP**

  Knowledge on several environments (MSS, MST, MSU), creation and setup of supply chain customer's accounts, creation and troubleshooting of orders and deliveries, reporting (orders, billing status, stock), VAS tables maintenance (Value Added Service).
- **EXCEL**

  Formulas, pivot tables, graphics, information analysis.
- **POWER BI**

  Formulas, data base manintenance, information analysis.