

En Onboarding

Rau'l B.D.M. \$50,000

557824

Christian Zamorategui

August 1977, Mexico City 40 años.

Hurtado

Casa 87

1422

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40 años, soltero, sin hijos.

Calle Tripol. No 1106, Col. General Pedro ^{Mark}
Anaya, Benito Juárez, C.P. 03340

OBJECTIVE

Develop business relationships and enterprise growth through problem solving, leadership, strategic vision, teamwork, resource optimization, processes automation and empathetic understanding of the customer and company values and goals. Inspiring cross cultural, international and local teams with a collaborative strong communication mindset.

WORK EXPERIENCE

SCHNEIDER ELECTRIC | Industry Business Developer & Product Manager

March 2015 – August 2017

- Nationwide product management for Industrial control & sensors lines of business
- Launch of new products, marketing strategy & tactics
- Product training, sales tools, demos & applications for sales force
- Market awareness & pricing analysis
- Customer advice, support & relationship building
- Product launches, promotion campaigns, marketing events & expos presence
- Deployment of specific oriented programs for distributors
- Achieving double digit growth in 2016, after bringing business from -14% to 7 % in 2014/2015
- 5 Distributors specialization & training leading them to grow their industrial market share 8-12 points
- Successfully positioning of new lines of products putting Mexico as bestsellers globally over France, Brazil & Canada
- Implementation of industrial wireless products for Nestlé, Grupo Bimbo, FEMSA & others plants
- Global exposure for best practices & success stories

trabajo en una empresa desarrollada profesionalmente

\$45,000

Sale

por

crec.

prof.

Industria

por nóm. no

post sup. ley.

Auto, Vales de

SCHNEIDER ELECTRIC | Tech Support & Order Inquiry Supervisor

October 2012 – March 2015

\$350,000

Restaurante
Vales de Gasolina

- Reporting Customer Care Center's Call Center service levels, results & analysis
- Supervision & improvement of Customer Care Center agents' call performance
- Deployment of new CRM system Bridge Front Office for CCC agents
- Improvement of Warranties process, reducing 52% delivery time increasing 79% customer satisfaction
- Implementation of the Technical Support Customer Chat through our web site
- Six Sigma projects deployment, Quality on Quotations (GB leader) & Lost Call Rate (Sponsor)
- One trophy Mexico Country Gold & North America region Bronze; Energy to Educate, providing technical specs, prescribing necessary equipment no longer marketable & contractor approval

Post Sup. Ley.

EUA, Finlandia

Excepto Coche

SCHNEIDER ELECTRIC | Warranties & Claims Supervisor

August 2010 – October 2012

7 piso nro 930
cargos.

\$300,000 mensual

- Management of Customer Claims & Warranties
- Improvements of internal processes to reduce response time from 42 days to 15 for Tailored equipment & from 14 to 3 days in transactional equipment
- Member of Product Safety Alerts & Quality Recalls committee, spArrow 54.4% recalled, above world average
- Warranties policy modifications to enhance Customer Experience & to comply with current legal affairs
- Internal CCC & Quality processes automation & simplification

Sale

por

promoción

Post. Sup. Ley

Logros: reducir tiempo | Vive Sdo
de garantía → beInnos → produc → Jubilado
SCHNEIDER ELECTRIC | Retail Administrator

July 2006 – August 2010

- Providing nationwide logistics, administration & technical support for retail customers
- Implementation of electronic dBase record system in Microsoft© Visual Basic for post-sales support
- Implementation of automated backlog system in Microsoft© Visual Basic for retail customers
- Implementation of Avaya's Interaction Center for customer cases' reporting & analysis

Ganar en proyectos de 7 mil m\$ → Hogar.
SCHNEIDER ELECTRIC | Tech Support representative

October 2004 – June 2006

- Providing technical support for customers
- Implementation of one single point of contact with 1-800 toll free number
- Consolidation of the technical knowledge dBase

UNIVERSIDAD AUTONOMA METROPOLITANA | System Projects Analyst

June 2003 – July 2004

- Control of projects' for University's Internal web services
- Routing protocols management in OMNET ++

EDUCATION

UNIVERSIDAD AUTONOMA METROPOLITANA | Electronic & Communication Engineering

May '03

Graduation by means of Project

1995 – 2004

CERTIFICATIONS

- Passport international training: Marketing week April 2017. Schneider Electric France
- Industrial control & Drives international training, January 2016. Schneider Electric Austria/France
- CASH: Sales Fundamentals. August 2013. Schneider Electric Mexico
- Bridge Front Office, July 2013, Bearing Point
- Six Sigma Green Belt training, June 2012. Schneider Electric Mexico
- ERP (Enterprise Resource Planning) Systems Certification, October 2010. Accenture.
- Service Awareness Seminar. April 2008. Schneider Electric.

LANGUAGES

- Spanish – Native
- English – Proficient (TOEIC score 960)
- French – Intermediate (currently taking lessons)

Virtudes: organizado, puntual, ahorra recursos
automatizar procesos. Conoce productos
resuelve problemas. de Cisco.

Windows → Avanzado → 20 años

Francisco

Office → Avanzado → " "

Lauri e Beto

Excel → " → " "

Defectos: ya

Access → " → " "

existente.

PM → Avanzado → 3 años.

presina

Project → " → 2 años.

mejor a

la gente
se estresa

fácil

de él. Cada n. creando