

En Onboarding

Raúl B.O.M. \$50,000

**Christian Zamorategui** Hurtado

August 1977, Mexico City 40 años.

557824  
Casa \$7 1422  
40 años, soltero, sin hijos.

c\_zamorategui@yahoo.com

+52 (55) 39885486

Calle Tripoli No 1106, Col. General Pedro María  
Anaya, Benito Juárez, C.P. 03340

## OBJECTIVE

Disponibilidad inmediata.  
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

### SCHNEIDER ELECTRIC | Tech Support & Order Inquiry Supervisor

October 2012 – March 2015

- Reporting Customer 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 trophies Mexico Country Gold & North America region Bronze; Energy to Educate, providing technical specs, prescribing necessary equipment no longer marketable & contractor approval

### SCHNEIDER ELECTRIC | Warranties & Claims Supervisor

August 2010 – October 2012

- 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

Logros: reducir tiempo de garantías de 1 mes a 3 meses. Vive solo. Una semana. Puede jubilarse.

**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

**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

titulado, promedio 8.3

**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, ahora recursos automatizar. Conoce productos propios. resuelve problemas de CTO.

Windows -> Avanzado -> 20 años

Office -> Avanzado -> 11 11

Excel -> 11 -> 11 11

Access -> 11 -> 11 11

PM -> Avanzado -> 3 años.

Presales -> 11 -> 2 años.

de él. cuando no crece.

Francisca Laurie Beb Defectos: Ya existente. presina mucha la gente se estresa fácil cuando no crece.