

QA & SSC Specialist Partner Advisor



CARLOS MAGALHÃES

- Restructuring Advisor
- IT Strategy Leader
- Shared Service Specialist

INDUSTRIA

- Consumer Business
- Telecom
- Manufacturing
- Chemical
- Hospitality
- HealthCare

ACADEMIC BACKGROUND

- MBA – FGV
- Specialization in Telecommunications Research
- Post graduate in Business Management – USP
- Graduation in Mechanical Technology – FATEC

LANGUAGES

- Portuguese
- Spanish

• KEY ACHIEVEMENTS

- Over 20 years of professional experience in managing projects focused in corporate restructuring of companies that want to achieve better efficiency, reduce costs, optimize process, adding value to the business and acquire a sustainable business growth.
- Experience gained in companies such as Deloitte, IBM (Cognos) and Xcellence & CO, accumulating more than a 100 projects.
- Outstanding leadership in conducting strategic and tactical alignment using IT to deliver business areas the result they need, and not only they want. Main areas are: Finance, Strategic and Operations, Planning, Human Resources, Supply Chain and Production.
- Skillful in COBIT models, ITIL, ISO, CMM, PMI, ISO 17799, Risk Management, SOX.
- Corporate Performance Management and Balanced Scorecard.
- Experienced in ERP implementation (Proteus, Datasul, Microsiga, Oracle, SAP), CRM and BI / CPM / EPM.
- Notorious Specialist in the management model known as Shared Services Centers.
- Panelist and training instructor certified by Informa Group IBC / IIR since 1999 as expert matter related to Information Technology, Shared Services, Process Outsourcing, KPIs, and Corporate Governance.

• A FEW CASES

- **AMSA MEXICO:** restructuring of Cotton Operations and Cotton related back office.
- **ITW (Illinois Tools & Work):** SSC for 5 business units from different backgrounds and operations (actual project).
- **FIEM** (State of Amazonas Federation of Industries): implementation and co-management of the largest SSC in operation in Brazil with 16 processes implemented and monitored.
- **ECOM Brazil:** advisory for SSC implementation.
- **SAO CAMILO UNIVERSITY CENTER:** interim management as Administrative Dean to restructure the whole organization. After 6 months the institution had a surplus of R\$ 3 million against a deficit of R\$ 4 million when started.
- **SAO CAMILO HOSPITAL:** management advisor and implementation of SSC's financial processes and technology for 4th largest hospital in Latin America.
- **CLARIANT:** advisory and management for SSC deployment in Latin America – 11 integrated countries.
- **BOSCH:** advisory and management to HR SSC deployment.
- **RANDON:** advisory and management for SSC deployment HR ongoing project.
- **MRV ENGENHARIA:** planning and design of the company's SSC considering.
- **GROUP IMAGE:** diagnosis of the current operating model of CSC and redesign the organizational structure of the company considering the creation of a holding company. Current adviser to Holding members.
- **SÍLVIO SANTOS GROUP:** organizational Restructuring of the Centre for Shared Services / Internal Audit /

Package Selection / IT Governance

Propriedade da Xcellence & CO., Não pode ser distribuído sem autorização da empresa.