

FÁBIO D. TAVARES, MBA, CSM

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Profile Highlights

- Experienced IT Executive, Program & Project Manager, Product Manager, SW Development Manager and Technical Sales Professional with large experience in Corporate and Executive Management, Management Consulting and Information Technology applied to Telecomm, Financial, Manufacturing and Utilities Industries.
- Successful team leader in corporate environments of varying size, revenue, and global reach; from technology startups to Fortune 500 companies; safeguarding management of project scope, project schedule & project budget, constantly increasing profit margin and exceeding revenue goals.
- Most recent position as Technical Director for Awesense. Emphasis on the convergence of Cloud Native Architectures and Data Analytics (integrated with IoT).
- Key skills/strengths include dynamic personality with strong strategic vision, a strong background managing middle & large technology transfers projects, self-motivated, a natural leader and negotiator, capable of quickly adapting to critical situations and constantly changing environments.

Professional & Language Skills

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| <ul style="list-style-type: none">• Business Strategy• Technology / IT Strategy• Strategic planning & decision-making• Team building / coaching & leadership• Program & Project Management• Agile, Scrum, CMM, ITIL, PMI & IT/Telecom Methodologies• Client & Vendor Management• Negotiation Skills• Project Discovery skills | <ul style="list-style-type: none">• Change Management• Business Processes Implementation• Sales & Pre-Sales• Product Development• Software Architecture & Design• Software Integration (EAI / ETL)• Software Development Management (C, C++, HTML5, Java, JavaScript)• AMS & BI / DW Analytics (OBIEE, Teradata, PowerCenter, | <ul style="list-style-type: none">Micro Strategy, InphoShere, Tableau)• Software Package Implementation (Arbor BP, Clarify, EBS, Fuego, Salesforce, Siebel, Remedy)• QA Management• Infra-Structure / Data Center Operation &• IT Operation & Management• IT Consultant (HW / SW / Services)• IT Business Analysis• Fluent in English, Spanish & Portuguese |
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Professional Experience

Service Manager & Technical Director at Awesense

Nov 2014 to May 2018

- Leading company's SW development team, architecture design and implementation teams of the company's SaaS Solution, ITSM Solution and Device Management Solution.
- Designed and implemented the Data & Device Management services for customer's operations.
- First line of communication between the company and clients in Canada, Brazil, Portugal and Spain, not only to understand customer's needs but also to convey all customer requirements / KPI's requirements to the product development team and translate it into solutions that would address each one of those needs/requirements.
- In charge of deploying of TGI and IoT devices at BChydro (CAD\$15Millions revenue, 5 years, 5000 IoT Devices & 10 resources) and international deploys of TGI and IoT devices at Chilquinta (Chile), Codensa (Colombia) CFE Mexico and Viesgo (Spain) (CAD\$ 2 Millions revenue, 1.5 year, 600 IoT Devices & 5 resources).
- Responsible for the migration of Awesense's Internal Data Center to a new Private Cloud-Based Data Center.

Executive Program Manager at Deloitte**Feb 2013 to Oct 2014**

- Oversaw technical and functional teams during business/technical requirements activities, dealt face-to-face with clients on scope and timelines definitions and project (time/price) negotiation for several small projects (Oracle Software Factory).
- Lead, Structured and Implemented and managed the Oracle Practice and Oracle Software Factory at Deloitte's Delivery Center. Managed over 50 resources, defined goals and responsibilities for the practice PM's, Leaders, Analysts, Software Developers, and Testers, planned and ran projects and acted as the main point of contact for clients / vendors.
- Hired, trained/coached implemented and oversaw the operation of the Oracle Billing/CRM/Integration/BI Team at SERASA EXPERIAN (US\$ 4,5Millions revenue, 3 years, 12 resources).
- Senior Executive in charge of the Cloud Data Center process selection, implementation, migration and operation of Deloitte's largest database applications: ERP, Payroll and Business Intelligence / Analytics.
- Responsible for several pre-sales, pricing & sales negotiations for opportunities related to Oracle Solutions, resulting in over US\$ 1.5Million revenue in 18 months.

BI & 3G Program Manager, Infrastructure at NII Holdings**Aug 2011 to Jan 2013**

- 3G Infra Program Manager in charge of construction, deliver/support the data center ops (18 environments) for Nextel, each of them with over 50TB in DB's & 100+ applications, physical/VM virtual servers (responsible for a US\$ 12Millions budget).
- Project Manager in charge of Global Business Intelligence project implementation for NEXTEL. Responsibilities were: gather/review business requirements / KPI's requirements, manage the project implementation and budget, analyse supplier proposals and decide on best course of action, develop/test and deploy the solution.
- Managed all data center activities, code versioning, code management, QA & SOA integrations, oversaw over 20 direct resources & over 60 indirect resources.

Executive Project Manager at IBM**May 2008 to Jul 2011**

- Project Manager and Business Process Team Leader of the Amadeus Implementation for TAM Airlines (1 year). In charge of business process analysis, business process mapping and change management for flight inventory, sales, check-in and airport operations; Managing 6 business processes specialists.
- Project Manager and Business Process Team Leader of the GOyA Project for TELEFONICA (1 year). In charge of business process analysis, business process mapping and change management for voice & data products. Managing 8 telecom specialists.
- Telecommunications Specialist supporting the Delivery Excellence Committee for Telecom Projects (resulting in over US\$ 5Million revenue in 3 years).
- Architect Manager Advisor of the Siebel and SOA implementation project for TIM. Oversaw strategy, delivered customer technical briefings, architectural design sessions and proofs-of-concept, helped establish, manage and document systems integrations across multiple solutions (EAI) and mentor junior staff.

Program Manager at CPM-Braxis (Cap-Gemini)**Jul 2005 to Apr 2008**

- Project Manager responsible for Remedy (ARS) System Implementation, Operation and Software Factory for BRT, a US\$ 7.0Millions revenue project. Leading a team of 16 resources (BAs/DEVs/QAs) and managing a critical scope and timeline project change to adjust the project to the company's strategy and requirements (which resulted in a significant reduction to customer's cost/structure and 25% improvement of the project's margin).
- Project Manager in charge of co-billing improvements for CLARO (Telmex), responsible for the team of 10 resources that were in charge of design, SW development, test and deploy over 23 new batch process / online reports. This project resulted in a significant reduction in the customer cost structure and 20% improvement in the project's current margin.
- Team Leader for Business Intelligence and Data Warehouse Project for CLARO (Telmex), in charge of the Telecom Network Traffic Modules re-design, development, implementation and data repository modifications.
- Architect Manager Advisor of the Porta Node Project Implementation for EMBRATEL, responsible for the integration roadmap strategy, delivering customer technical and project progress briefings. Oversaw the development, test, deploy, integration process and mentored less experienced IT engineers / PMOs

Program Manager at SuportComm**Feb 2005 to Jul 2005**

- Coordinated the HQ's PMOffice for local Projects.
- Program Manager in charge of internal projects implementations: BI, Content Publisher Platform (Java & JavaScript), ERP Microsiga, SCOMM Website, Business Processes Redesign and Change Management.

Program Manager at CBS Network Alliances**Feb 2003 to Feb 2005**

- Program Manager working for RHODIA-STER in charge of cross-functional teams, responsible for the ERP upgrade project composed of four major modules: ERP, BI, business process mapping, change management and HCM / HRM / Payroll System selection and implementation, managing 20 resources.
- Program Manager in charge of the PMOffice implementation and coordination for AUTOVISION, a VW Private Business Incubator.

International Consultant at PricewaterhouseCoopers**Sep 1998 to Sep 2002**

- Jr. Project Manager responsible for the Corporate Startup Project Master Plan for TESS startup.
- Team Leader of the customization team for the Siebel CRM System implementation at VIVO.
- Coordinated the Clarify CRM System acceptance test team at INTELIG startup.
- Siebel CRM System developer/tester for EMBRATEL/MCI startup.

Education, Certifications & Professional Development**Certified ScrumMaster (Certificate ID: 886633) – Scrum Alliance, 2019****Executive Master's in Business Administration – Foundation & Institute of Administration (FIA-USP), 2014**

- International module at Vanderbilt University (USA) – 100 hours
- International module at SFU – Simon Fraser University (CANADA) – 100 hours
- International module at ITAM – Instituto Tecnológico Autónomo de México (MEXICO) – 100 hours
- FIA – Foundation & Institute of Administration (BRAZIL) – 100 hours

Bachelor's degree in Business Administration – Ibirapuera University, 2004**Data Processing Degree (Computer Science) – Radial University, 1996****Professional courses & workshops completed include between 2008 and 2019:**

- Scrum Master Training
- Camunda Business Process Reengineering Training
- Deloitte Senior Management Academy
- IBM Info Sphere Sales & Marketing Strategy
- IBM Leadership Management
- IBM Contract Management
- Business Marketing Strategies
- Project Management Training for PMP Certification
- System Configuration and Customization for BSCS, Clarify, Siebel and Vantive

Excellent references available upon request