Contact

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www.linkedin.com/in/andreiabaldin
(LinkedIn)

Top Skills

Inglês

Trabalho em equipe

Resolução de problemas

Languages

English (Full Professional)

Spanish (Full Professional)

Portuguese (Native or Bilingual)

Certifications

Industry 4.0 Fundamentals

ITIL® 4 Foundation

Scrum Fundamentals Certified (SFC)

Andreia Baldin

Global IT Governance, Quality and Services Leader for AMERICAS
at Unilever | ITIL | Scrum | COBIT | DevOps | LeanIT | Cloud
Campinas, São Paulo, Brazil

Summary

IT Leader, 27 years of professional experience. I have been working
for fifteen years in order to drive and manage IT Infrastructure
improvements through projects and running activities.

GovOps/DevOps/LeanIT/Agile/ITIL/COBIT frameworks/tools/
concepts covering Printing, Cloud, Docusign, Network - WAN,
LAN, Voice, WIFi, SDWAN, etc., focusing sharply on continuous
service excellence, stakeholder management, quality and IT &
Business´ Strategies over different Digital Transformation journeys
(Performance & Sustainability´s Cultures).

These activities include: leadership and negotiation teams,
creating/refining processes as well as coordinating IT projects.
Also, supporting running (BAU) activities in a multicultural (global)
perspective, in accomplishing of agreed SLAs (ITIL 4 certified) and
minimizing business´ impacts. Ensure high quality level and the
final customer, stakeholder and business´ satisfaction, in parallel of
reducing costs under different scopes/goals.

By the end, I had almost two years as telecommunications analyst,
five ones as support analyst (Portuguese, English and Spanish) in
IT and six years in management/organizations of events/Marketing,
working on international and national companies.

Experience

Unilever
15 years 11 months

IT Governance, Operations and Service Quality Leader - AMERICAS
May 2019 - Present (4 years 5 months)
São Paulo Area, Brazil

Lead of IT Governance & Services lifecycle for AMERICAS region, covering:

- E2E Print Services Management/Refresh/Support;
- Adoption of new Digital Platforms (Docusign, Cloud, etc) in accordance with business´ needs;
- Cross-work among different global regions;
- Contribution for cost reduction/savings over different scenarios/countries;
- Point of Contact for Stakeholders and Supplier/Vendor(s);
- Service Improvement Plan and Innovation projects implementation (DevOps/ GovOps);
- Full support and/or leadership of different IT transformation jorneys;
- Ensure total quality of service and internal business´ satisfaction (SLAs, ITIL, LeanIT, COBIT5, etc).

IT Coordinator (Infrastructure) - Geography Business Partner
July 2014 - April 2019 (4 years 10 months)

E2E coordination/management of:
- local IT Infrastructure Projects
- leading with changes, incidents and problems
- optimization and simplification of processes and procedures
- liaison between Business and IT Partners
- driving improvements on IT infrastructure in Factories and Distribution Centers
- controlling the SLA/ making KPI's
- focusing on IT Strategy and Performance Culture

IT Coordinator - Network Service Quality (Infrastructure)
November 2007 - June 2014 (6 years 8 months)
Unilever

Liaison among different teams of Network Services lifecycle:
- E2E Network Services Management
- Vendor relationships
- Full support to transform organization and services as well as ensuring SLAs (ITIL)
- Ensure total quality of service and internal business´ satisfaction

Connectcom / Spread Informatica (resident on Caixa Economica Federal bank)
Telecommunication Analyst
2005 - 2007 (2 years)

Chiptek Informatica (resident on Lucent Technologies company)
Support Analyst

2002 - 2005 (3 years)

Grupo TMS (resident on Promon company)
Support Analyst
2000 - 2002 (2 years)

Vertical Eventos
Coordinator and operator of Events
1996 - 2000 (4 years)

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Education

UNIP - Universidade Paulista
MBA - pos-graduation, Business Logistics and Supply Chain · (2010 - 2011)

Metrocamp
MBA - pos-graduation, Master Business Administration · (2005 - 2006)

UNIP - Universidade Paulista
Graduation, Analysis of Systems · (1994 - 1998)