



ABOUT

Hello! My name is Sandra!
I've finished my International Business Bachelor at UNAM, and currently I'm working as a SDM at Ricoh.

I have remarkable performances in national and international events; besides, I have taken courses and diplomas given by several national and foreign institutions, including universities from Estonia, China, and the US.

RECENT HIGHLIGHTS

- In 5 months my main account surpassed the billing of 2022.
- I've designed new services and processes to respond the clients needs using ITIL and AGILE principles.
- I've doubled the base of service providers and redesign their training materials.
- Noticeable clients: Amazon, UPS, Emerson, Bristol Myers, and the government of Mexico.

ABILITIES AND QUALITIES

- Organized and responsible.
- Multicultural understanding.
- Strong sense of leadership.
- Ability to prioritize work in fast-paced environments.
- Ease for research and text writing.
- Data analysis and use of ERPs.
- Advanced use of Microsoft Office.
- Solution and process redesign.

CONTACT



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Sandra Riverol

SANDRA CECILIA RIVEROL FUENTES

SERVICE DELIVERY MANAGER

EDUCATION

INTERNATIONAL BUSINESS MAJOR

National Autonomous University of Mexico UNAM | 2017 - 2021

COMPUTER SCIENCE TECHNICIAN

Specialized Technical Studies UNAM | 2016 - 2018

WORK EXPERIENCE

SERVICE DELIVERY MANAGER

Ricoh Mexicana | December 2022 - Present

- Coordinate the delivery, installation, and maintenance of all the Amazon Locker Infrastructure in Mexico.
- Design and quote new solutions based on customer needs.
- Responsible for the billing processes, the payment to our providers, and KPIs maintenance.
- Lead of a team of 10 direct collaborators and 17 service providers.
- Responsible of the printing infrastructure of international companies in Mexico.

SUPPLY CHAIN MANAGER

Huawei Technologies | March 2021 - December 2022

- Coordinate the delivery of technological goods nationwide, manage reverse logistics processes, support product launch presentations, and lead S&OP meetings.
- Manage the communication among key actors (both government and private sector) and align the operation according with customers demands.
- Take part on the billing processes, revenue triggering, and KPIs maintenance.
- Support the implementation of macro-projects and PoCs.

INTERNATIONAL RESEARCHER AND ARTICLE WRITER

Programa Universitario de Estudios sobre Asia y África - PUEAA
(University Program of Studies on Asia and Africa) | April 2020 - March 2021

- Analyze major trends in the Asian and African regions.
- Write articles focused on the business and telecommunications atmosphere of China and the technological landscape in Africa.
- Coordinate various forums and conferences with international experts.

INTERNATIONAL BIDDING ANALYST AND ADVISOR

Biosfera Desarrollos (Biosphere Developments) | February 2020 - July 2020

- Analyze various Latin American countries from a multidisciplinary perspective, their dynamics with the Inter-American Development Bank, and the business opportunities in those regions.
- Analyze and research the global entrepreneurial environment.
- Support the company in the searching and bidding processes of multinational entities such as the IADB and the World Bank.

SANDRA CECILIA RIVEROL FUENTES

SERVICE DELIVERY MANAGER

A FEW MORE WORDS

I am eager to develop my skills, grow professionally, and enrich my workplace. My goal is to work in organizations with a challenging environment.

Professionally, I have worked as a **financial analyst**, as a **supply chain manger**, and as an **advisor** in the Inter-American Development Bank's **international biddings**.

COLLEGE HIGHLIGHTS

- Supporting research activities for the CIALC and the PUEAA
- 3rd place in the regional ANFECA's (National Association of Colleges and Schools of Accountancy and Management in Mexico) International Business Marathon - 2019
- Participation in the "Pacific Alliance Youth Meeting" - 2019

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FINANCIAL ANALYST

Diseño en Habilitación - Total Import S.A de C.V.

(Design in Remodeling - Total Import) | Practices | April 2019 - July 2019

- Historically analyze the sales and stock movements.
- Basic accountancy and importation processes.

STOCK ANALYST

Ediciones Urano S.A de C.V (Urano Publishing House) | Practices | May 2017 - July 2017

- Creation of a warehouse databases on Excel and Edisoft.
- Create a reorganization scheme for the stock, based on the new database.

LANGUAGES

- | | | |
|------------------|--|---------------------|
| • Spanish | • English | • French |
| Native Speaker. | Advanced Level
TOEFL ibt 109 score. | Intermediate Level. |

COURSES

- Online Specialization **Six Sigma Yellow Belt** , by the University System of Georgia - Ongoing
- Online Specialization **Supply Chain Management** , by Rutgers University - Ongoing
- Workshop **"The new silk road"** by the PUEAA-UNAM - 2022
- Online Courses **"Selling to Chinese Consumers"** and **"China Strategy"**, by The Chinese University of Hong Kong - 2020
- Continuing Education Program **"Understanding EU-Russia Relations: Foreign Policy Actors, Institutions and Policy Making"**, by the University of Tartu - 2019
- Courses **"Social Implications of Climate Change on International Business"** and **"Global Agenda and its Impact on the International Business Landscape"**, by the UNAM - 2019
- Courses **"Intermediate Excel"** and **"Advanced Excel"**, by the (UNAM) - 2018