

Rodrigo Duarte Oliveira
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US citizen

Fluent in English, Spanish and Portuguese. Global experience. Consultative approach. Customer support. Customer experience. Analytical approach. Experience presenting solutions to all levels in the corporate spectrum. Detailed oriented. Excel, PowerPoint, Word and Outlook. Birst/Infor Analytics. Warehouse automation software. MS Access. Marketo. Campus. Organizing content for showcases and presentations. Python. IT support. Salesforce. Infor LN/BAAN, Infor BPCS/LX, Infor EAM and SAP - Bridge platform.

Work Experience

SDS Consulting - Los Angeles, CA.

Jan 2019 - Jun 2020

Sales Executive

- Generating leads, prospecting and conducting integration process from beginning to end.
- Targeting Infor BPCS/LX customer base active and inactive.
- Participating in enterprise summits, presenting products and showcasing capabilities to all level of executives.
- Developing relationships with customers and

introducing upgrades to existing clients.

- Constantly collaborating with teams in multiple departments across the business.
- Aligning presentations and marketing campaigns.

Borba&Lewis Consulting – INFOR Channel Partner - Los Angeles, CA
June 2016 – Sept 2018

Sales Executive

Duties:

- Maintaining and developing good relationships with customers through personal contact, meetings, via telephone or email.
- Generating leads, prospecting and closing.
- Promoting and presenting new products/solutions at enterprise summits to all levels across the business.
- Targeting potential sales and following up ongoing projects.
- Opening North America market overall.
- Targeting Infor BAAN/LN customer base active and inactive.

Schneider Electric - LATAM

Customer Experience Executive

May 2015 - May 2016

Duties:

- Maintained direct contact and relationship with C-level customers to improve logistic services.
- Drove the development of customer journeys and valued propositions.
- Worked with other departments such as transportation, marketing, sales, planning, importing, performance, quality control, customer satisfaction and related areas on specific projects

- Interacted with unsatisfied customers and executed action plans to overcome the problems.
- Attended a monthly follow up with corporate associates in France on implementing new capabilities for Brazil.

Schneider Electric – LATAM

Jr. Planning Analyst (Buyer)

December 2014 - May 2015

Duties:

- Responsible for purchasing and updating all items related to Industry business unit in Brazil.
- Executed analyses (KPIs) and purchases on SAP bridge platform.
- Used Salesforce for product scheduling and client complaints.
- Maintained contact and relationship with product managers, offshore Schneider electric manufacturers (Singapore, France, USA and Spain) and sale teams.

Nordisk Folkecenter for Renewable Energy • Hurup Denmark

November 2013 to April 2014

Nordisk Folkecenter <http://www.folkecenter.net/gb/> in Denmark

(Managed by Mr. Preben Maegaard)

Trainee

Duties:

- Performed daily Measurement of wind turbines energy output.
- Conducted solar panel test-field analysis through TIGO optimizer software.
- Compared the energy yield from different solar modules and deviated the output on excel proposing the most efficient brand of solar modules.
- Worked on integration of different renewable energy sources such as solar systems. wind turbines, biomass, biogas,

electric boiler and CHP engineer creating a sustainable and efficient energy system.

**Studio Equipment LLC- Import & Export - USA & LATAM –
Manager from April 2007 to October 2013**

- Purchased and sold audio equipment.
- Maintained direct contact with final customer and supplier
- Targeting Brazilian market.
- Working while pursuing my college degree to pay for tuition.

Qualifications

- Strong quantitative and qualitative analytical skills.
- Ability to draw real-life conclusions from data analysis.
- Ability to work independently on complex projects.
- Ability to maintain relationships with C-Level Executives.
- Fluent in Portuguese and conversational Spanish.

Education

**University of North Carolina at Charlotte, NC
Bachelor Degree in Chemistry - 2012**

**Google certificate - IT Support Professional
Excel, Word, PowerPoint and Outlook**

Salesforce

Birst/Infor Analytics

MS Access

MS Teams

SAP - Bridge platform

IT automation in Python

Marketo

Campus

Languages

- Fluent in English, Portuguese and Spanish
- Intermediate Italian