

Cristiana Curione

Date of Birth: 5 May 1975

Place of Birth: Bari, Italy

Nationality: Italian

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Work Experience

Ford Credit Italia S.p.A. , Rome, Italy.

The company is the financing arm of Ford Motor Company Group.

May 2022 – Present European Service Layer Transformation product owner

Support strategic projects for European South markets in order to digitally transform the processes in Operations Dpt and implement tools Service Cloud based that support agent activities and increase customer satisfaction.

June 2013 – April 2022 Internal auditor & processes control specialist (by supporting Operations Dpt)

- Perform and control the full audit cycle including risk management and control management over operations' effectiveness, financial reliability and compliance with all applicable directives and regulations
- Maintain open communication with management and audit committee
- Document process and prepare audit findings memorandum
- Conduct follow up audits to monitor management's interventions
- Engage to continuous knowledge development regarding sector's rules, regulations, best practices, tools, techniques and performance standards
- report and track control deficiencies (both Operation Identified Comments and those identified by the General Auditors Office) to ensure the implementation and sustaining of robust corrective actions in response to identified control deficiencies.
- Risk assess for new and existing Suppliers (Due diligence preparation , Audit on site, supplier privacy assessment documentation)
- Document process and prepare audit findings memorandum
- Coordinate "Change management" projects
- Level: " 7° del CCNL Metalmeccanico "

Gross Salary: € 45.000,00

Sept 2012 – May 2013 Internal auditor

- Obtain, analyse and evaluate accounting documentation, previous reports, data, flowcharts etc.
- Prepare and present reports that reflect audit's results and document process
- Act as an objective source of independent advice to ensure validity, legality and goal achievement
- Identify loopholes and recommend risk aversion measures and cost savings
- Perform Annual Critical Suppliers review by including audit activity on site
- MCRP coordinator
- Firm understanding of Sarbanes-Oxley Act, Section 404

Jun. 2006 - Jun 2012 Black Belt & Quality Coordinator

- Leader of cross-functional business projects to identify opportunities to improve processes and customer satisfaction according to Six Sigma methodology;
- Preparing monthly quality reports for Central Office in UK
- Green Belt training for employees with Certification
- Participation in international projects in order to harmonize and lean european processes (Focus group for strategy definition in order to add customer value.
- Operation efficiency management aligned with Central office objects (strategy definition and projects cooperation).
- Management of team work

Oct. 2003 - May. 2006 Business Analyst

- Analysis, raise and implementation of projects direct to improve AS400 applications in Accounting and Customer Service Dpt. Test and control after changes into the system performed by European team.
- Preparation of documentation (es. SOX, and ACR) in order to monitor location applications.

Jan. 2003 - Sep. 2003 Junior Financial Analyst

- Quarterly forecasts, budget and business plan. Variance analysis with reports to the European Headquarter. Daily treasury forecast and funding, cash flow analysis, factoring payments versus Motor Companies, treasury funding
- Sarbanes-Oxley implementations and control

Ducati Motor Holding plc, Bologna , Italy.

May. 2002 - Dec. 2002 Web Customer Care Clerk

- Complaints management and pricing definition in Spare& parts department

GE OIL & GAS Nuovo Pignone – Florence, Italy.

Sep. 2001 - Dec 2001 Project Manager Assistant

- Project work in Control department on the subject of: ' Measurement and Analysis of Physical and Economical Efficiency of a Business Function' with Six Sigma methodology
- Supply chain analysis

Education and Training

Apr 2013 MS project from Clarity to manage projects organised by
Ford Motor Company – Warley -UK

Jul. 2008 Lean Principle certification organised by Ford Motor Company –
Warley - UK

Jun. 2006- Dec 2006 Six Sigma certification – Black Belt - organised by Ford Motor
Company Warley UK

Oct. 2000-Sep 2001 MBA – Master in Business Administration
Profingest/ALMA Business School – ASFOR – Bologna -Italy
V post graduate European qualification

Jun. 2006- Dec 2006 University of Bari, Italy. Degree in Business Economics.
Grade:110/110. Degree pass: +60
Thesis title in Labour Law: “ Flexibility of the hours of work”.

Other Activities

2007 e 2008 – Yearly workshops in Warley – UK - : meeting with Black Belts coming from other locations and discussion of Company objectives.

2008 - Workshops in France, Spain, Germany and UK in order to share processes and best practice.

Jun-Jul 2000: June-July 2000 Work experience in production Dpt at Pirtek Uk London - high pressure hoses assembly center - as production assistant.

Jul-Aug 1999: Attendance of a 120 hours English course in Boston at the Boston University (MA).

Other Skills

Languages: Italian (mother tongue) - English (excellent) – Spanish (Good)

Systems Skills: Excellent knowledge of Microsoft Office applications, AS400, MS Visio (Process Mapping tools) Minitab (Statistic analysis tools) , IN-BIZ (treasury), Web applications

Specialities

Lean Six Sigma professional with a wide range of experience in process improvements, project management and problem-solving techniques. Ability to work both independently and within a team structure. Proven leadership skills involving managing, developing and motivating teams to achieve their objectives. Excellent analytical, technical, design and problem solving skills. Dedicated to maintaining high quality standards while implementing Lean Thinking and Six Sigma.

Certified Six Sigma Black Belt, Lean, DFSS, DOE, MSA, Process Stream Mapping, 5s, Cost of Quality, VOC, Statistical Process Control, FMEAs.

Certified in Tech Foundation Knowledge by Pluralsight web site that includes understanding of the following topics: Agile, Cloud computing, Data, Security, Software development, Automation, AI, Platforms, API economy, 5G, Metaverse and Blockchain.

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