

# Alexsandro da Silva

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## Professional Experience

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I'm a professional with formal qualification in Bachelor of Business Administration, with more than 15-year experience in global organization, always focusing on delivery the best-in-class services, with a solid background in processes and controls, customer relationship, recognized throughout my career for professionalism, steep learning curve and results.

As a Business Operation Professional with extensive experience in global companies, I bring a wealth of expertise to drive organizational growth and optimize efficiencies. Throughout my career, I have successfully performed roles in teams inside business units like COO (Chief Operations Officer), CIO (Chief Information Officer) and CTO (Chief Technology Officer), executing complex initiatives, acting as trusted advisor for leadership team and accounts, interlocking with several departments in the organization globally, customers and achieving significant savings.

My accomplishments include streamlining business operations, implementing cost-saving measures, and driving revenue growth through innovative strategies. I have been recognized for my skills and ability to foster a collaborative and results-driven culture. My financial acumen and expertise in managing budgets and resources have enabled me to deliver consistent results and exceed performance targets.

I have a passion for driving change and innovation in the ever-evolving business landscape. As a collaborative professional and problem solver, I thrive in dynamic environments, and I'm committed to delivering results that make a tangible impact. I am currently seeking new opportunities to leverage my skills and experience in driving business success.

Tools knowledge: Service Now, Maximo, Jira, Cherwell, SAP, Planview, Daptiv, Microsoft Project, SharePoint, Microsoft Office suite, Google Suite.

Familiarity with collaboration tools like Microsoft TEAMS, OneDrive, and OneNote

Some achievements:

- Achievement in all the efficient financial targets required (NET & GROSS) over the years, with more than 25% of cost efficiency and millions in savings.
- Sharing Expertise - Excellent result tracking financial records for Systems Hardware, with more than USD 1.3M in wrong cost charges identified and corrected in financial systems
- Put the Client First - Extraordinary dedication and commitment in the delivery of activities, contributing to customer's improvement and success
- United to get it done - In recognition of commitment and effort in the Annual Inventory project
- Innovation that Matters - Recognition for the sense of innovation and promotion of multi-disciplinary team collaboration.
- 7.6M in HW taxes rebalancing recognized by senior leaders.
- Avoidance of more than U\$100M in write-off cost charges.

## Employer History

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### Senior Business Operations for Global Technology Services - CIO/CTO

(February/2023 – Current Position) – Wex Inc.

Responsible for overseeing and managing various aspects of business operations within a global technology organization, aligning business strategies with operational execution, ensuring efficiency, and facilitating the successful implementation of technology-related program, working closely with cross-functional teams, leadership, and key stakeholders to drive the organization's strategic goals, plans and initiatives.

- Develop and implement global technology strategies aligned with overall business objectives.
- Collaborate with senior leadership to define long-term plans and goals for the technology department.
- Lead and execute technology programs from initiation to completion, ensuring alignment with organizational objectives.
- Oversee project timelines, milestones, and deliverables to ensure successful project outcomes.
- Optimize and streamline global business operations for the technology department.
- Implement efficient processes and workflows to enhance productivity and resource utilization.
- Collaborate with various departments, such as finance, human resources, and IT, to ensure seamless integration of technology initiatives with overall business operations.
- Establish key performance indicators (KPIs) to measure the success and impact of technology programs.
- Collaborate with finance teams to develop and manage budgets for technology initiatives.
- Monitor expenses and ensure financial alignment with strategic goals.
- Identify opportunities for process improvements and implement best practices to enhance operational efficiency.
- Communicate effectively with internal and external stakeholders, ensuring a clear understanding of technology strategies and program objectives.

### Global Lead Business Operations & Finance | CIO Office - Platform & Services

(September/2021 – January/2023) – Kyndryl (Spun-off company from IBM)

Responsible for managing processes and programs related to cyclical business activities working across functional areas and conducting in-depth data analysis activities to support budget planning, monthly business reviews, and critical business decisions. Also, responsible to manage ad-hoc special projects that range from Executive-level business presentations to implementing internal initiatives aligned to regional strategy understanding the portfolio and leading the business need supporting different levels, building, and ensuring cohesive teams, creating an environment of trust and business performance.

- Provide operations management support including facilitating elements of business unit or function management review processes and systems.
- Implement internal business & financial processes to support timely, informed planning and decision-making.
- Operational support for overall financial performance; revenue / profit performance analysis; account growth and erosion analysis; cost and expense budget management; to analyze and optimize operations for peak performance.
- Monitor and manage cyclical/critical business processes to support operational efficiency and effectiveness, including annual planning and budgeting cycles.

- Development and management of business processes including quality assurance, business controls and procedures; client satisfaction deployment and ratings; plan administration; and outreach to geographies and global counterparts to advance standard processes and deliverables.
- Translate the costs strategy in reports and performance indicators.
- Co-ordinate costs yearly budget process.
- Ensures cost management reporting, including periodically reporting on actual performance, budgeting, and forecasts, to the Management Team and senior management to provide effective and efficient management tools.
- Maintain excellent relationships with all relevant shareholders in all countries around the globe.
- Co-ordinates and performs ad hoc requests from the local and global senior management in relation to costs, restructuring projects, reviews, in-depth and targeted analysis.
- Build and maintain an internal and external relationship network and act as key contact and business advisor for Senior Management globally/locally to enable the business and other departments to control and facilitate cost developments.
- Prepare the monthly cost and project management financial reports.
- Prepare quarterly cost forecast.
- Support the senior managers on questions related to cost performance.
- Prepare executive presentations to the Management Team related to cost analysis.
- Support process improvement initiatives and assist with cost saving plans.

## Finance and Business Operations Lead - Enterprise Services

### (October/2018 – September/2021) - IBM Brazil

Understand the portfolio and business need supporting different levels. Responsibilities are related to act as a financial trusted source advisor for leadership team, providing structure, consolidation, and analysis of business performance to management/executive lines, providing the necessary support and guidance to the team/projects and clients in subjects linked to: Business Performance, Financial Data, Financial Analysis, Resource Management, Forecasts, Business Plan, and Costs.

- Perform as financial trusted source advisor for leadership team, providing structure, consolidation and analysis of business performance to management/executive lines (business performance, resources & financial data);
- Key Performance Indicators
- Develop forecasts, business plans, cost estimates, supporting financial needs/ reports for the organization.
- Interlock on cross-brand and cross-country charges with billpayers
- Identify problems and performance exposures base on financial operating plans with an analysis of causes.
- Compile new period Preliminary Forecast/Outlook (Need to be able to use or obtain various tools/reports: IT spends, financial reports, actuals, and prior forecasts)
- Analyze cost variance from prior period Forecast.
- Monitoring of cost deviations received and recoveries.
- Coordination skills to help with Fall Planning Deep Dives, Quarterly/Yearly Target Reductions
- Detailed analysis of business issues and recommended solutions.
- Raise any necessary actions to reduce costs and/or increase opportunities for investments.
- Cost management, gathering all necessary documentation in place and quarterly billings through Intercompany Agreement
- Ensure income recognition from all new contracts, identifying the need to hire and/or promotion.
- Monthly and annual budget management and projection of expenses

## Account Project Manager & Product Owner - Enterprise Services

(August/2016 – October/2018) - IBM Brazil

Oversee the success and satisfaction of key enterprise clients, acting as a bridge between the client and the internal teams, ensuring that the delivered services meet or exceed the client's expectations, acting as the primary liaison between clients and the product development team with a deep understanding of enterprise-level services.

- Develop and maintain strong relationships with key enterprise clients.
- Participate in project renewal discussions and negotiations to ensure ongoing partnerships.
- Understand client business needs, goals, and challenges to effectively address them.
- Create and implement strategic account plans to achieve customer success objectives.
- Collaborate with internal teams to align services with client goals and industry trends.
- Act as the primary liaison between clients and the product development team.
- Gather client feedback and requirements to influence product roadmaps.
- Ensure that product features align with client needs and expectations.
- Serve as the escalation point for any client issues or concerns.
- Collaborate with internal teams to address and resolve issues promptly.
- Track and analyze key performance indicators (KPIs) related to client success.
- Generate regular reports for clients, highlighting the value delivered and identifying areas for improvement.
- Work closely with sales, marketing, and support teams to ensure a unified approach to customer success.
- Proactively seek feedback from clients to identify areas for improvement.
- Implement changes and enhancements to enhance overall customer satisfaction.

## Business Process & Product Owner - Brazil Asset Management

(September/2013 - July/2016) - IBM Brazil

Bridging the gap between business strategy and technical implementation. Ownership of both the business processes within the organization and the corresponding products and services. The primary goal is to ensure that the products align with the business objectives and are delivered efficiently through well-defined processes.

- Identify, document, and optimize key business processes to enhance efficiency and effectiveness.
- Collaborate with various stakeholders to understand business requirements and translate them into streamlined processes.
- Implement best practices for process management, ensuring alignment with organizational goals.
- Define and prioritize services and enhancements based on business priorities and customer needs.
- Collaborate with business stakeholders to gather and analyze requirements for both processes and products.
- Act as a liaison between business units and technical teams, facilitating communication and managing expectations.
- Oversee the end-to-end service lifecycle, ensuring that projects are delivered on time and within scope.
- Monitor and report on project progress, addressing any issues or obstacles that may arise.
- Regularly assess and improve business processes and products based on feedback, industry best practices, and changing business needs.
- Identify and mitigate risks associated with both business processes and products.
- Develop contingency plans and strategies to address potential challenges and disruptions.

## Asset Management HW & SW Analyst

(September/2007 - August/2013) - IBM Brasil

Responsible for managing and optimizing organization's hardware and software assets overseeing the entire lifecycle of IT assets, from acquisition to disposal, and ensuring that the organization's technology resources are utilized efficiently. Maximize the value of assets while minimizing costs and risks associated with hardware and software management.

- Maintain an accurate inventory of all hardware and software assets owned by the organization.
- Track and document details such as purchase dates, warranties, licenses, and configurations.
- Collaborate with procurement teams to acquire new hardware and software in line with organizational requirements.
- Evaluate vendors, negotiate contracts, and ensure cost-effectiveness in asset acquisitions.
- Monitor software licenses to ensure compliance with legal and contractual obligations.
- Conduct regular audits to identify and address any license discrepancies or potential risks
- Coordinate the deployment of hardware and software to end-users, ensuring proper installation and configuration.
- Manage the retirement process for outdated or obsolete assets, including secure data removal and environmentally responsible disposal.
- Identify opportunities for cost savings in hardware and software expenses.
- Maintain comprehensive documentation of hardware and software configurations and changes.
- Generate regular reports on asset utilization, compliance, and costs for management review.
- Collaborate with IT teams, finance, and other relevant departments to ensure alignment of asset management practices with overall organizational goals.
- Establish and maintain relationships with hardware and software vendors.
- Negotiate favorable terms, track vendor performance, and ensure timely delivery of products and services.

## Education

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### Qualifications

Business Administration in Business | Universidade Paulista - UNIP, Brazil

Thesis Title: Business Administration - Finished, 2012

### Languages

English – Fluent | Spanish – Fluent | Portuguese – Native

### Key Skills

- Self-driven, Client relationship, Problem and solving skills, MS Office, Agile mindset, Financial Analysis/ Management, Business Operations, Data Analysis / Reporting, Asset Management, Client Delivery Experience, Multi-Task.

### Certifications, Trainings & Courses

- ITIL® Foundation Certified - IT Service Management - EXIN
- COBIT Foundation – ISACA
- Project Management Orientation (PM54G)



Watson and  
Cloud  
Foundations  
IBM



Earning  
Advocacy  
Practitioner  
IBM



Cloud Service  
Management  
and Operations  
Explorer  
IBM



IBM New Collar  
Professional  
Skills  
IBM



IBM Agile  
Advocate  
IBM



Finance &  
Accounting  
Essentials  
IBM



IBM Blockchain  
Essentials V2  
IBM



Enterprise  
Design Thinking  
Practitioner  
IBM



Cognitive  
Practitioner  
IBM



IBM Agile  
Explorer  
IBM



Leadership  
Behavior -  
Devoted  
Kyndryl



Leadership  
Behavior -  
Empathetic  
Kyndryl



Leadership  
Behavior - Fast  
Kyndryl



Leadership  
Behavior -  
Restless  
Kyndryl



Leadership  
Behavior - Flat  
Kyndryl



Leadership  
Behavior -  
Advocate  
Kyndryl