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| **Jacques K. Maeda** jkmaeda@gmail.com  +61 472 689 800  [www.linkedin.com/in/jkmaeda](http://www.linkedin.com/in/jkmaeda)   |  | | --- | | **Summary** • More than 14 years of IT experience, including technology advisory and service management, strategic direction, planning and operation of IT governance strategy, software development lifecycle, and establishing quality management processes and tools.  • Comprehensive knowledge and certifications in ICT value chains and processes, SAP products, third-party tools, methodologies and best practices (ITIL, COBIT, DevOps, SAP Activate, Run SAP, PMBoK, PRINCE2, Design Thinking).  • Solid knowledge of integration and architecture with SAP platform and product suites, with experience in designing and optimising complex application systems across multiple technologies on premise and on cloud.  • Demonstrated track record of successfully driving agile execution of simple to complex projects, programmes and portfolios from start to finish, and ensured high quality solutions are delivered on time and on budget.  • Explore disruptive engagement plans, interacting with internal, third party, and offshore delivery teams.  • Ability to identify sales opportunities ($10M+ deals), and progress in conjunction with other team members.  • Promote collaboration, create synergy and increase engagement among staff, provide advices and feedback for long-term development. | | **Languages**Portuguese • Spanish • English • German |   **Education**  **MBA, IT Management / 2010-2011**  Faculdade de Informática e Administração Paulista (FIAP)  **BA, Computer Science / 2004-2007**  Pontifical Catholic University of São Paulo (PUC-SP)  **ADV. Diploma, Mechatronics Eng. / 2002-2003**  Escola Técnica Estadual Getúlio Vargas (ETEC GV) | |  | | --- | | **Experience**Technical Quality Manager & Engineering Architect at SAP (Blue Pencil Consulting Australia)– 03.2016 and 04.2016 – 07.2018 • Built ongoing relationships (Trusted Adviser) with the top five global strategic accounts with effective stakeholder management and technical and insightful leadership. • At Australia Post, achieved a new record for HANA availability; assured payroll roll-out; accomplishments of SuccessFactors, SLT, BPC, Profit Centre Reorganisation, Finance transformation; and upgrades of HANA, BW, BusinessObjects, ERP, EM, IdM, Portal, PI/PO, SolMan. • Improving and leveraging Application Operations at Bradesco and La Trobe University. • Empower the Change Control team at DHS. • At Petrobras, reduced about 30% of TCO by upgrading SAP systems, reduced custom code, automated manual activities, and improved the change and release processes. • Expedited test system delivery from a week to a weekend window. • As Application Lifecycle Management Champion (Practice Lead), defined strategic solution roadmaps for premium clients. • Characteristics of innovative, early adopter and new technologies enthusiast matched the CSN's programme: full scope of Ariba and migration of ERP with IS-Mining, BW and HR to HANA on IBM Power; migration of Solution Manager, GRC, Portal and PI/PO to ASE; upgrade to EhP7; Unicode conversion; Near Zero Downtime (NZDT); currency conversion; and HEC (HANA Enterprise Cloud). • *Speaker at SAP Forum*. • Elevate companies’ brands as Social Media Curator and University Ambassador (*Lecturer at PUC-SP*). Solutions Architect & Technology Consultant at Resource IT Solutions (BBKO Consulting)04.2009 – 08.2011 and 01.2008 – 09.2008 • Pre-sales: gather customer’s requirements, estimate efforts and develop technical proposals for various industries with heterogeneous IT solutions. • *Team Lead* to build the IT governance model at Natura, including operations, IT service management, detailed processes design (ARIS BPM), test and release management (Micro Focus ALM - former HP QC, QTP, BPT, and LoadRunner) and change control tools enablement. • Build end to end project methodology for Gafisa. • Accelerated the design and test phases in over 33% for multiple projects e.g. Sanofi, J&J, Ajinomoto, LDC. • Revised, maintained and supported the IT consulting's methodology (PMO) and project portfolio. • Improve and develop ABAP codes. • Saving +$360K per project through risks mitigation and continuous improvement. Solution Support & Educational Consultant (Intern) at SAP09.2008 – 03.2009 and 12.2005 – 12.2007 • *Award E-Learning* Brazil 2006/2007: developed and assured quality of SAP courses and academies (PP, SD, MM, FI, CO, NW, BW) • Official instructor, education consultant, and pre-sales of education tools e.g. LMS, KM, portal, simulations, courses and learning library. • Team leader to create the SAP handbooks and presentations for official trainings. • Enhanced customer satisfaction of SAP HCM message processing. Support Analyst at Fujitsu08.2004 – 12.2005 • Monitoring and root cause analysis in IT environment (including POS) to support the operations of more than 500 McDonald’s restaurants. | |