DAVID RIOS BETONI

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Goal

I want an opportunity to use my technical and managerial skills, implement my innovative ideas, skills, and creativity to carry out projects as Solutions Consultant.

Personal Skills

- More than 20 years of experience in IT supporting multinational companies on the following sectors: TI, Energy, Telecom, Banking, etc.
- Strong negotiation skills with the ability to interface effectively and work skills with upper management and key stakeholders.
- Strong knowledge of Stages and Life Cycles of Projects
  Identification of Stakeholders, Scope Management, Risk management,
  creation of the WBS, Monitoring and controls, review and regulate project progress and performance.
- Confident, result-oriented, and self-motivated team contributor with demonstrated ability to manage customer and their expectations.
- Committed to maintaining customer's loyalty and satisfaction whilst managing conflicts at all levels.
- Proven ability to participate in projects in different countries.
- Available to travel

Professional Experience

GENESYS

Function: Principal PS Consultant   **Period**: March 2022 – Actual

- Working as Principal PS Consultant I have implemented Genesys projects in many companies of Latin America. Customers located in Mexico, Argentina, Colombia, Chile, Brazil etc.
- I am working in many opportunities with all portfolios for Genesys Cloud products, like WFM, Outbound Dialer, Architect, Quality, Scripting and Contact Center features.
- Some projects that I had work in the last year:

  Emtelco: Colombia - WFM Restructuring - 3800 Seats
  Despegar: Argentina - Full Genesys Cloud Implementation – Configuration of contact Center, deployment of flow from Architect with Api consults- 1000 Seats
  Pepsico: Mexico – Full Genesys Cloud Implementation with Salesforce Integration for inbound calls - 50 Seats
  Europcar: Mexico – Full Genesys Cloud Implementation with Salesforce Integration for voice and Digital medias - 50 Seats
  PagSeguro: Brazil - knowledge transfer about Workforce Management and outbound – 2100 Seats

VERINT SYSTEM - BRAZIL

Function: System Engineer in CALA   **Period**: Sept 2013 – March 2022

- Mainly responsible for engineering and implementing Verint's suite of products for call center recording, quality monitoring and speech analytics products, integrating with switches from Avaya/Nortel and Genesys. This role includes design of the solution, implementation, support and driving local partners during the implementation phase.
- Implemented projects with technology Workforce Management solution for >10000 call center positions for Atento,
- Implemented projects with technology Speech Analytics many banks in CALA region as example Banco Votorantim, Banco Itaú, Scotiabank and others (transcription of voice recordings for indexing, trending, and data analysis).
- Implemented similar projects around CALA (with major carriers and call centers: Movistar Chile, Peru and Argentina, Claro, Atento and major Enterprises: HSBC Mexico and Brazil, Itaú Bank, Scotiabank)
- Unique member of engineers from CALA working with RPA (Robotic Process Automation), with projects designed, installed, and configured by myself at Banks in Brazil and Uruguay.

Function: Product Support Specialist   **Period:** Nov 2010 – Sept 2013

- Leader technical to Claro customer, responsible for technology manager WFM/WFO, Speech Analytics.
- WFM tickets management, troubleshooting, problem isolation defects.
- Supporting the PMO / Product Support Installers for newer installations.
- Provide Customer daily basis updates regarding issues opened.
- Review documentations or release notes looking for knowledge issues fixed

AVAYA BRASIL

Function: Consultant Call Center   **Period**: June 2008 – Nov 2010

- Leading technical projects, in partnership with the Professional Services sector of developing control over the activities, times, costs. Implementing Contact Centers, focusing on the activities of the upgrades in platforms CMS and AES.
- I Acted as consultant on various projects Call Center utilized the Communication Manager, Business Advocate, in Avaya's customers, making the study of the environment in production and subsequently making the implementation of the facility.

Education

BSP - Business School São Paulo – São Paulo
Postgraduate in Project Management - 2018 / 2019

Uninove – São Paulo
Production Engineering – 2019/2024

Universidade Anhembi Morumbi – São Paulo
Bachelor's in computer science - 2000/2003

Certifications
- COBIT
- ITIL Foundation
- Scrum Master
- Genesys Cloud Quality Management Certified Specialist
- Genesys Cloud Workforce Management Certified Specialist
- Genesys Cloud Architect Certified Specialist
- Genesys Cloud Scripting Certified Specialist
- Genesys Cloud Outbound Dialer Certified Specialist
- Genesys Cloud CX: Developer Certified

Courses
- Professional Scrum Master
- Fundamentals of Project Management "PMI / PMBOK"
- ITIL Foundation
- COBIT
- Verint Products – WFM v10.v11. v15.x, ultra v10, Speech Analytics v11, v15.x, RPA, DPA, ACR, Recorders.
- Avaya Products (Communication Manager, CMS, IVR, AES)
- Genesys Products (WFM, Outbound Dialer, Architect, Quality, Scripting)

Language
- Native Portuguese.
- English – Work proficiency.
- Spanish - Work proficiency.