

SILVIA ARNOLD

Nationalität: Schweiz-Kolumbianerin
Adresse: Feldpark 9, 6300 Zug
Geburtsdatum: 2. September, 1981
Familienstand: verheiratet, zwei Kinder
Telefon: 079 34 764 07
Email: siserraval@gmail.com



Arbeitserfahrung

Apr 2013 – Apr 2016

Nyrstar Sales & Marketing AG, Zürich (CH)

Business Execution and Process Improvement Specialist

- Aufbauen von Standard Operation Procedures (SOPs) zur Verbesserung von Schlüsselprozessen im Bereich Metalle
- Optimierung und Standardisierung interner Workflows als Projektteammitglied
- Verantwortlich für komplette Verkaufsaufträge inklusive Kundenservice, Exportdokumentation und Rechnungen
- Planung von intermodalem Verkehr beruhend auf internationale Handelsklauseln (Incoterms) und Überwachung der Liefertermine
- Überwachung des Absatzvolumens basierend von Jahresverträgen (Pareto Analyse)

Erfolge:

- Etablierung des Wissenstransfers durch Definition von Standard Operating Procedures (SOP's)
- Erhöhung der Unternehmenseffizienz durch unterstützen des SharePoint Dokumentenverwaltungssystems
- Optimierung des Abteilungsumsatzes durch Minimierung der Rechnungsstellungszeit (Root-Cause Analyse and PDCA)

Zertifikate:

- Project Management Excellence (21 PDU's)
- PDCA (Demingkreis) und Process Mapping
- Transport of Dangerous Goods (Gefahrenguttransport)

Dez 2010 – Mar 2013

Nyrstar Sales & Marketing AG, Zürich (CH)

Commercial Logistic and Support Officer

- Mitarbeit bei der Entwicklung der GM Strategie (*Global Marketing Strategy*) in den Bereichen Verkauf und Logistik
- Planung von intermodalem Verkehr beruhend auf internationale Handelsklauseln (Incoterms) und Überwachung der Liefertermine
- Verantwortlich für komplette Verkaufsaufträge inklusive Kundenservice, Exportdokumentation, Assays und Rechnungen
- Metallpreisverhandlung mit Kunden beruhend auf LME

Erfolge:

- Erstellung und Unterhalt einer Kundendatenbank um einen besseren Service bieten zu können
- Ermöglichung des Wissenstransfers aus Belgien nach Zürich durch die Erstellung von Arbeitsanweisungen für das Metall- und Schwefelsäureteam

Apr 2009 - Okt 2010	Logistic and Supply Chain Management Officer
Toradex AG, Horw (CH)	<ul style="list-style-type: none"> Definieren von Ablaufdiagrammen für die Abteilung Beschaffung und Verkauf zur Unterstützung den IT Abteilung bei der ERP Implementierung Erstellung regelmässiger Prognosen der Verkäufe und Einkäufe und Strategiebesprechung mit dem Vorstand Planung und Kontrolle der Sollbestände Überwachung die Kundenrücksendungen Verhandlung von Jahresverträgen mit Kunden und Lieferanten Abwicklung von Einkaufs- und Verkaufsaufträgen von A bis Z inklusive Kundenservice und Rechnungen <p><u>Erfolge:</u></p> <ul style="list-style-type: none"> Steigerung der Unternehmenseffizienz durch Optimierung der Prozesse zur Einführung des ERP Systems Gewinnmaximierung durch der Auswahl von strategischen Lieferanten
Sep 2008 – Mar 2009	Quality and Production Officer
Valeo S.p.A., Pianezza (IT)	<ul style="list-style-type: none"> Bearbeitungszeit und Verlustmaterial an Produktionsarbeitsplätzen reduzieren Qualitätsaudit durchführen (FMEA) <p><u>Erfolge:</u></p> <ul style="list-style-type: none"> Fliessbandfertigungsverlust minimieren durch eine root-cause-analysis
Jan 2006 - Jul 2006	Marketing Officer
Bayer S.A., Bogotá (COL)	<ul style="list-style-type: none"> Entwicklung eines Pilotprogramms und Koordinierung eines Team während der Implementierung Regelmässige Erstellung und Präsentation von Reports an Managers <p><u>Erfolge:</u></p> <ul style="list-style-type: none"> Minimierung der Lagerbestände in Verkaufsstellen durch Implementierung eines Pilotprogramms Erhöhung des Vertriebsvolumens durch Einkaufsplanung in Verkaufsstellen <p><u>Zertifikate:</u></p> <ul style="list-style-type: none"> Effective Time Management

AUSBILDUNG

Sep 2006 - Okt 2008	Master of Science Wirtschaftsingenieurwesen
Polytechnikum Turin (IT)	<p>Logistikmanagement, Logistikeistung, Distribution, Innovationsmanagement, Produktentwicklung, Produktionsplanung, Produktionskontrolle, logistische Kette, Qualitätsmanagement, Geschäftsprozessoptimierung und Unternehmensstrategie</p> <p>Diplomarbeit: Wettbewerbsfähigkeit vom VAL Metro System (leichtes automatisches Fahrzeug) in Turin</p>
Jan 2002 - Sep 2006	Bachelor in Industrial Engineering
Pontifical Xavierian University (COL)	<p>Marketing, Unternehmensführung, Produktion, Qualität, Logistik, Projektmanagement, Betriebsforschung, mathematische Entscheidungsvorbereitung und Geschäftsprozessoptimierung</p> <p>Diplomarbeit: Produktion und Kommerzialisierung von biologisch angebaute Schokolade aus Santander (Kolumbien)</p> <p><u>Seminar:</u></p>

-
- Ingenieurwissenschaftsperspektive

SPRACHEN

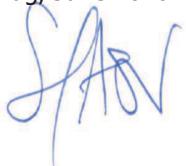
Spanisch:	Muttersprache
Deutsch:	Fliessend (Schriftlich und Mündlich, Niveau B2, Kurse in CH)
Englisch:	Fliessend (Schriftlich und Mündlich, Niveau B2/C1, Kurs und 1 Jahr in USA)
Italienisch:	Fliessend (Schriftlich und Mündlich, Niveau B2/C1, Studium in Italien)

IT Fähigkeiten	SAP ECC 6.0 EHP 7 (enhancement pack 7) SD Module, Stream, Open ERP, yEd, DIA, Visio, Autocad 2D, MATLAB, SolidWorks, Qlikview, MS Office
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Interessen

Wandern, Biken, Skifahren, Schneeschuhwandern, Kochen, Malen

Zug, June 2016



Interim Reference Letter

Mrs. Silvia Beatriz Arnold, born on September 2nd, 1981, has been employed by Nyrstar Sales & Marketing AG since December 6th, 2010. Until March 31st, 2013 she worked as Commercial Logistic and Support Officer. Since April 1st, 2014 she is acting as Business Execution Specialist and Process Improvement reporting to Business Execution Manager Metals and Diversified Products. These roles are based at our Corporate Headquarters in Zurich, Switzerland.

Nyrstar is an integrated mining and metals business, with market leading positions in zinc and lead, and growing positions in other base and precious metals. Nyrstar has mining, smelting, and commercial operations located in Europe, the Americas, China and Australia and employs approximately 6,500 people. Nyrstar is incorporated in Belgium and has its corporate office in Switzerland. Nyrstar is listed on Euronext Brussels under the symbol NYR.

In her current role as Business Execution Specialist and Process Improvement Mrs. Arnold is responsible for providing high customer satisfaction by performing commercial, logistics processes and administrative tasks. Her main duties and responsibilities in this role include, but are not limited to:

- Managing commercial sales contracts and translating them into timely orders for metal, transport and services with a focus on our European production for worldwide delivery
- Taking initiative for continuous improvement work by compiling standard operating procedures for key Metal Business Execution processes
- Participation within an additional Process Improvement Project Team to standardize internal Work flow processes
- Creating visibility to future supply and sales orders to inventory planning through order entry and delivery planning in SAP
- Providing pricing to customers for spot orders
- Collaborating actively and interdependently with the sales team by providing customer support and feedback
- Taking responsibility for the logistics process in the planning of transport of trucks and vessels and at loading sites
- Taking responsibility for preparing shipment and customs documentation.
- Monitoring material movements within logistics and communicating progress and any problems to relevant key internal and external stakeholders
- Administrating invoices and operating all logistics actions in SAP

Mrs. Arnold has extensive technical knowledge in her field of expertise. She increased significantly the customer satisfaction on service level. Her quality and quantity of work is excellent and she is a strong performer. She demonstrates flexibility and works in a very timely, results-oriented and precise manner. Furthermore we would like to mention her exceptional organizing skills.

She is very reliable, result driven and a committed hard worker. Even under great pressure she keeps her grasp on the situation, acts thoughtfully and accomplishes all tasks to our full satisfaction. She does not hesitate to go the extra mile in order to achieve good results.

Resources for a changing world

Nyrstar Sales and Marketing AG

Tessinerplatz 7
8002 Zurich
Switzerland

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F +41 44 745 81 10

info@nyrstar.com
www.nyrstar.com



Mrs. Arnold is a very cooperative, helpful and courteous member of staff, who enjoys the complete trust of her superiors, colleagues and customers. Her behaviour towards them is exemplary. She is always willing to help other colleagues.

This interim reference letter was prepared on the request of Mrs. Arnold. We would like to take this opportunity to thank her for her achievements and valuable collaboration.

Nyrstar Sales & Marketing AG

Zurich, January 28th, 2016

A handwritten signature in blue ink, appearing to read "C.H." followed by a surname.

Christopher Heider
Business Execution Manager
Metals and Diversified Products

A handwritten signature in blue ink, appearing to read "Stefania Ursino".

Stefania Ursino
Senior HR Advisor

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8002 Zurich
Switzerland

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info@nyrstar.com
www.nyrstar.com

Interim Reference Letter

Mrs. Silvia Beatriz Serrano Valdivieso, born on September 2nd, 1981, has been employed by **Nyrstar Sales & Marketing AG** since December 6th, 2010. This role is based at our Corporate Headquarters in Zurich, Switzerland.

Nyrstar is a leading global multi-metals company, producing significant quantities of essential resources such as zinc and lead as well as other metals like silver, gold and copper.

From December 6th, 2010 to March 31st, 2013 she was employed as **CLS Officer** reporting to the CLS Team Leader. In this role Mrs. Serrano Valdivieso was responsible for performing commercial and logistics administrative processes, data entry, logistics co-ordination and supporting activities according to defined SLAs. Her main duties and responsibilities in this role include but were not limited to:

- Supporting the ongoing development of a culture of safety and environmental excellence
- Assisting the development of the GMS strategy for his areas of responsibility
- Ensuring continuous improvement of support processes and execution
- Creating customer loyalty through excellence in quality, service, delivery and execution
- Managing and executing the transport planning
- Supporting the Inventory Planners
- Supporting the metals sales team
- Supporting the procurement team
- Supporting the risk management team
- Improving and developing internal processes

Mrs. Serrano Valdivieso has a deep expertise, which she uses effectively and successfully in her work. We are impressed by her dedication and her eagerness to learn and to always gain the deepest and best understanding of her projects and tasks. Due to her extremely precise and methodical analytical abilities she finds very good solutions, which she always successfully puts into practice. We would like to emphasise her well-developed ability to work in a conceptual and constructive way, as well as her judgement.

Mrs. Serrano Valdivieso is proactive and shows high commitment to both our company and our customers. Even under difficult working conditions and the greatest pressure, she always meets our expectations. In particular her results in the development of different processes and during the handover of tasks with the logistics department were very good.

Mrs. Serrano Valdivieso completes her work in a very orderly, timely and conscientious manner and stands out due to her high level of dependability. She always remains focused on the implementation of process and the company benefits from this.

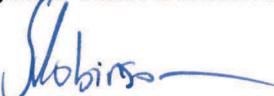
Mrs. Serrano Valdivieso is a very helpful, kind and precise employee, who impresses us professionally and personally, and earned the recognition of her superiors, colleagues and especially of her customers.



This interim reference letter has been prepared on the request of Mrs. Serrano Valdivieso due to a change of her role. Mrs. Serrano Valdivieso is now employed as **Business Execution Specialist – Invoicing** reporting to the **Manager Specialized Teams**. We would like to take this opportunity to thank her for her very good achievements, and look forward to working with her in 2014.

Zurich, November 1st, 2013

Nyrstar Sales & Marketing AG


Stephanie Robinson
Business Execution Specialist - Metals


Giovanna Rigon
HR Officer

Note: this reference letter is not coded.

Toradex Services GmbH, Altsagenstrasse 5, CH-6048 Horw

Horw, 30. November 2010

Arbeitszeugnis

Frau Silvia Arnold-Serrano, geboren am 2. September 1981, von Kolumbien, arbeitete seit 1. April 2009 bei der Toradex AG. Nach der Abspaltung der Toradex Services GmbH trat Frau Arnold in die Dienste der neuen Firma über und arbeitete bei uns bis zum 30. November 2010. Ihr Beschäftigungsgrad betrug 100 %.

Ihr Aufgabengebiet umfasste folgende Tätigkeit:

- In der Funktion „Officer Logistic and Supply Chain Management“:
Produktionsplanung der gesamten Produkte-Palette, weltweite Beschaffung von Waren, internationale Warenlogistik für den Ein- und Verkauf, Organisation und Controlling der Warenretouren gegenüber Kunden sowie Lieferanten
- Produkteverkauf
- Definition der Beschaffungs- und Verkaufsprozesse bei der Implementation im neuen ERP-System
- Führen der Debitoren- und Kreditorenbuchhaltung für verschiedene Firmen im ERP System

Wir haben Frau Silvia Arnold als interessierte und flexible Mitarbeiterin kennen gelernt. Aufgrund ihrer fachlichen Kompetenz und ihrer raschen Auffassungsgabe hat sich Frau Silvia Arnold in kurzer Zeit in die Aufgabengebiete eingearbeitet. Sie verfügt über ein fundiertes Fachwissen, welches die Grundlage für einen guten Leistungsausweis bildet. Wir schätzen vor allem ihre umfangreichen Sprachkenntnisse, welche Frau Silvia Arnold bei der Ausübung ihrer Tätigkeiten sehr zugute kommen. Frau Silvia Arnold zeigt eine hohe Bereitschaft, Neues zu lernen und anzuwenden.

Durch ihre freundliche Art und ihre angenehmen Umgangsformen ist sie bei Geschäftspartnern, Vorgesetzten, Arbeitskolleginnen und -kollegen gleichermaßen anerkannt. Bei der Arbeit im Team konnte sich Frau Silvia Arnold rasch als integrierende Persönlichkeit einleben.

Frau Arnold verlässt unsere Firma heute, um eine neue berufliche Herausforderung anzunehmen. Wir danken ihr für die Mitarbeit und wünschen ihr alles Gute für die berufliche und private Zukunft.

Toradex Services GmbH



Stephan Willi
Geschäftsführer

Pianezza, 29 October 2009

With this letter we certify that Ms. Serrano has worked in our Division during the period March 2009 to September 2009.

S. Serrano has worked in quality production network in our plant.

During this period she has demonstrated commitment and diligence in the activities assigned, reaching the objectives given successfully.

We release this letter for the purposes authorised by law

Kind regards

Federica Buttiglione
HR Department
Valeo SpA – Divisione Sicurezza Abitacolo
E-mail: federica.buttinglione@valeo.com
Tel. + 39 (0)11 9684192



Bayer



17/07/2006

CERTIFICACIÓN DE TRABAJO

Bayer S.A.
NIT. 860.001.942-8

Certificamos que **SILVIA BEATRIZ SERRANO VALDIVIESO**, quien se identifica con la cédula de ciudadanía No. 37.863.709, laboró en la empresa durante el periodo comprendido entre el 16 de enero de 2006 hasta 15 de julio de 2006, desempeñándose como Practicante Universitaria.

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Contact Center
01800-01 (22937)

www.bayerandina.com

Durante su permanencia en la compañía estuvo afiliada a E.P.S
Sanitas

Atentamente,
BAYER S. A.

JOSE OMAR CUERVO
Administración Recursos Humanos

/Y. Muñoz



indago • infocenter dangerous goods vzw

Zomerweg 3 bus 1 ■ B-2030 ANTWERPEN 3

datum
05-11-13

CERTIFICATE

Undersigned declares that :

Mrs Silvia Serrano

has followed the following course on Tuesday 29th October
from 9.30 am until 11.00 am and 1.00 pm until 2.30 pm :

" BASIC TRAINING TRANSPORT OF DANGEROUS GOODS "

Location : Nyrstar Sales & Marketing
Tessinerplatz 7
CH-8002 Zürich

Teacher : David Van Pelt (Indago vzw)

The following subjects were discussed :

1. What are dangerous goods?
2. What does ADR mean ?
3. The UN-Number
4. The Dangerous goods classes
5. Dangerous goods marks EC (ARAB)
6. Marking and labelling dangerous goods
7. Packaging Material
8. Use and Labelling Containers
9. Signalisation of Trucks
10. Use and signalisation of Tanks
11. Use and signalisation of Tip Trailers
12. Transport Document
13. IMSBC-code
14. IBC-code

A handwritten signature in blue ink, appearing to read 'David Van Pelt'.

David Van Pelt
Teacher



Certificate of Attendance

This is to confirm that

Silvia Serrano

has successfully participated in the

Training Project management excellence
(21 PDU's)

Date October 2nd to 4th, 2013

Trainer Ernst Affolter

A handwritten signature in blue ink, appearing to read "E. Affolter".

Ernst Affolter
next level consulting

Zurich, 04th October 2013



IA SCHWEIZ
TOCHTERGESELLSCHAFT DES
INSTITUTO AQUILA BRAZIL

CERTIFICATE

Zurich, September 30, 2013

This Certificate is awarded to

Silvia Arnold-Serrano

who has successfully completed the course

Creation of the results-focused management base (PDCA and Process Mapping Introduction)

totalizing 45 h (fourty five hours) of theoretical and practical sessions from
July – September 2013.




Luis Octavio Barros de Souza
Chief Executive Officer


Raimundo Godoy
Technical Director





POLITECNICO DI TORINO

Servizio Gestione Didattica

School of Management and Industrial Engineering

Cert.
Student Id.

n. 090220112358
n. 137548

Page 1 / 1

IT IS HEREBY CERTIFIED THAT

Mrs
Place of birth
Date of birth

Silvia Beatriz SERRANO VALDIVIESO
BUCARAMANGA, COLOMBIA
02/09/1981

graduated on 3/10/2008 in

INDUSTRIAL ENGINEERING AND MANAGEMENT
Laurea Specialistica (Master of science-level of the Bologna process)
ENGINEERING AND INDUSTRIAL MANAGEMENT DEGREE CLASS

Torino, 20/02/2009

The Officer in charge

Maria Cristina Caminiti

Following the Italian laws in force, this document can be considered a certificate with legal value only if provided with ordinary stamp by the applicant.

LA PONTIFICIA UNIVERSIDAD JAVERIANA

PERSONERIA TRÍPLICAE RES 73-12 DE DICEMBRE 1933 - MINISTERIO

EN ATENCIÓN A QUE

SILVIA BEATRIZ SERRANO VALDIVIESO

60370

HA CURSADO TODOS LOS ESTUDIOS Y CUMPLIDO LOS REQUISITOS ESTABLECIDOS POR LA UNIVERSIDAD Y LAS DISPOSICIONES LEGALES PARA UN GRADO UNIVERSITARIO EN LA FACULTAD DE

INGENIERÍA

IE TOPICS

EN NOMBRE DE LA REPÚBLICA DE COLOMBIA
Y POR AUTORIZACIÓN DEL MINISTERIO DE EDUCACIÓN NACIONAL

INGENIERIA INDUSTRIAL

EN FE DE LO CUAL FIRMAMOS Y SELLAMOS ESTE DIPLOMA
NOSOTROS, EL RECTOR DE LA UNIVERSIDAD, LOS DECANOS Y EL SECRETA
EXPEDIDO EN BOGOTÁ A LOS 28 DÍAS DEL MES DE MARZO DEL AÑO



N 198578

Luis Alvarado
SECRETARIO GENERAL

D. J. P. D. J.
DECANO DEL MEDIO UNIVERSITARIO



Sect. 2000, 2002, 2004

125510