


Gloria Itzel Cuevas Chávez

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PROFESSIONAL EXPERIENCE

TMD FRICTION MEXICO

11/2023 – 11/2024 | Querétaro, Querétaro

Customer Service Trainee

PO management in SAP system.

Receipt of orders.

Release management.

Shipment documentation management.

Shipping and invoicing process (packing, stamping, sending invoices through EDI and mail).

Coordination of shipments with carrier.

Internal follow up with production, planning of orders placed.

Handling and creation of NC.

Knowledge, handling and creation of national and foreign trade invoices in SOVOS and SAT system.

BO control.

Support to the finance area.

Support to the sales area.

Diehl Controls México S.A. de C.V.

05/2023 – 09/2023 | Marqués, Querétaro.

Material Planning Trainee

Ensure the supply of raw materials and packaging to meet production requirements, minimising costs and managing incidents.

Ensure the correct stock level of raw materials and warehouse material (pallet labels, etc).

Facilitate production and raw material planning.

Updating of ERP system (SAP).

Evaluating and reporting indicators.

PROJECTS

TMD FRICTION MEXICO

09/2024 – 11/2024

Financial planning for international sales

Developed a detailed financial plan to support international sales operations, including cost analysis, international marketing budgets and revenue projections.

A database was annexed to better manage traceability of costs with transport suppliers.

EDUCATION

Universidad Politécnica de Querétaro

09/2020 – 01/2021 | Marqués, Querétaro

Manufacturing Technology Engineering (Incomplete)

Universidad Politécnica de Querétaro

09/2020 – 11/2024 | Marqués, Querétaro

Degree in International Business

LANGUAGES

English — Conversational

Spanish — Native/Bilingual

SOFTSKILLS

Leadership | Troubleshooting | Proactivity | Initiative | Fast Learning | TeamWork

SKILLS

Office | SolidWorks | SAP | SOVOS