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LEONEL SANTOS

OBJECTIVE

A job position to work with Project Management/Agile Project Management where I can contribute to continuous improvement of the processes and the company success.

SUMMARY OF QUALIFICATIONS

Analytical, organized and detail-oriented project manager with 13 years' experience in Financial Services Industry and Information Technologies Services. Experience owning all stages of project lifecycle from inception through monitoring and closing to deliver projects that exceed expectations on time and on budget. Expertise in project management principles, practices and agile methodologies and techniques. Strong analytical and problem-solving skills to identify and propose solutions to complex project and process issues.

- ✓ 13 years of experience working with businesses and technical teams in operation environments (with the implementation and maintenance of the Project Management and Agile methodologies (Scrum, Kanban, Lean It, Kaizen) solid expertise in financial and technologies services industry
- ✓ 8+ years managing Projects of credit department engaging the business and IT team, working in collaboration with Business Analyst Solution Architects, Team leads, and Project Consultants to develop project plans that align to the requirements and effort of client solutions
- ✓ 4+ years accountable for project portfolio managing stakeholders' expectations, effectively communicates with the client, project team and other cross-functional departments to ensure all project requirements and milestones are understood and delivered according to the project plan
- ✓ Responsible project requirements with clients to ensure complete alignment on project deliverables, ensures all client information / data requirements are received and communicated
- ✓ Excellent problem-solving overcoming issues related to a limited budget, and still delivering good work through the use of creative
- ✓ Superior analytical thinking abilities to analyze data, make difficult decisions, and solve complex problems
- ✓ Strong interpersonal skills with all levels within an organization with excellent verbal and written communication
- ✓ Comfortable working under pressure, proactive, working independently with fast-paced environments.

EXPERIENCE

PROJECT COORDINATOR (VOLUNTEER) | FEB 2022 - CURRENT

FEDERATION OF CANADIAN-BRAZILIAN BUZINESSES – FCBB

About the company – Organization non-profit made 100% volunteer workforce with the objective of fostering commerce between Canada and Brazil helping Startups, Small and Medium Size Enterprises to identify business opportunities for Canadian companies in Brazil and Brazilian companies in Canada.

Activities and Achievements – Responsible for ensuring the integration departments as Business Development, Marketing, IT and Operations, establishing a new projects flow that the communication of a given task are well organized.

- ✓ Develop reporting, plan meetings, and provide updates to project managers and stakeholders.
- ✓ Mapping the processes and development the projects backlog list prioritized.

GENERAL LABORER | DEC 2019 - APR 2022

SKYGRID / CANADIAN CONCRETE FORMING

About the company Constructions companies of high-rise condos for rent and sales.

Activities and Achievements – Maintains all site safety standards and procedures; Assist welders, carpenters, painters, or other tradespeople on-site; Use power tools and machinery (e.g., forklifts) when needed; Update project schedules as directed by project manager and superintendent, involved in creating a schedule and labor plan for the project; Researching and resolve drawing interpretation problems, conflicts, interferences, and errors.

- ✓ Acknowledgement in problem solving, cleanliness, organize, teamwork, standards health, and safety.

PROJECT MANAGER| JAN 2011 - NOV 2019

ITAÚ UNIBANCO (NYSE: ITUB, TOP 1 PRIVATE BANK IN BRAZIL)

About the company – Itaú Unibanco was forming through the merger of Banco Itaú and Unibanco in 2008. It is the largest banking institution in Brazil, as well as the largest in Latin America, and the seventy-first largest bank in the world. It is also one of twenty most valuable banks in the world.

Activities and Achievements – Responsible for managing the projects related to credit operations within the responsibilities were: manage, plan, control and execute projects related to credit operations; prepare the status reports; ensure the accuracy of project records and documentations; follow up on projects issues; prepare executive reports to the management and Projects Committee and assist the High Management in the annual project planning process with the main clients.

- ✓ Development of a new automatized and complete report for high management monitoring the ongoing projects according to the department objectives.
- ✓ Implementation of the digital Kanban board, migrating the information from physical board to JIRA software, improving the communication among the project team members
- ✓ Implementation of a system for credit decisioning (Fase1) process based on predictive statistics analyses of risk behavior, policies implementation from 3/year to 24/year. Policies segregation by channel, behavior, partners, and another credit models.
- ✓ Implementation of a system for credit decisioning (Fase2) process based on predictive statistics analyses of risk behavior, increased automatic decision from 72% to 96%. / Policies implementation from 9/year to 18/year.

CREDIT RISK ANALYST | NOV 2006 - DEZ 2010
ITAÚ UNIBANCO (NYSE: ITUB, TOP 1 PRIVATE BANK IN BRAZIL)

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Activities and Achievements – Responsible for evaluating the demands of departmental projects that were prepared by the team, also supporting information related to modeling systems. Statistical analysis and modeling of data for the development of new default, production, AML and ATF policies, controls, and monitoring procedures. Assessing and approving/denying loan applications with values under CAD$20.000 (R$ 80.000 Brazilian currency). Within the activities were: confirm clients information using internal and external databases, prepare the team's productivity reports comparing levels of production versus quality, support the team's new employees regarding to risk management and best practices of frauds prevention, AML and ATF.

- ✓ Increase by 50% automation credit decision by designing and specifying a more efficient workflow.
- ✓ Decrease by 30% default rate by designing new credit policies and maintaining level of production.
- ✓ New credit policies design and implementation to increase the approval rate.
- ✓ Implementation of Default, Fraud and Money Laundering monitoring indicators.
- ✓ Implementation of a highly successful Dashboard centralizing all information of guidance on credit decisioning process.
- ✓ Increase of the level of automatized decision in loan applications from 75% to 96% in a period of 2 years reducing the level of manual decision and the risks associated to it.
- ✓ Consolidation of all rules applicable on the credit decisioning process considering the level of credit and fraud risk.

EDUCATION

PROJECT MANAGEMENT, FUNDAÇÃO GETULIO VARGAS – FGV/SP | 2016
- Postgraduate | 3 semesters

INFORMATION SYSTEM, FACULDADE CARLOS DRUMMOND DE ANDRADE | 2013
- Bachelor's | 8 semesters

CERTIFICATION

SCRUM MASTER ACCREDITED CERTIFICATION™
- INTERNATIONAL SCRUM INSTITUTETM | 2019

SKILLS

- Microsoft (Access, Excel, Outlook, Power Point, Project, Teams, Visio, Word)
- Google workspace
- Programming (HTML, CSS, JAVA, VBA, SQL/MySQL, Python, JavaScript)
- Data Analytics (SAS, Tableau)
- Methodologies (Agile, Predictive, Adaptive, Hybrid, Kaizen, DevOps, Design Think, Scrum, Kanban Lean IT)