

# LEONEL SANTOS

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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.

## EXPERIENCE

### PROJECT COORDINATOR (VOLUNTEER) | FEB 2022 - CURRENT

FEDERATION OF CANADIAN-BRAZILIAN BUZINESSES - FCBB

Responsible for ensuring the schedule, budget and communication of a given task are well organized. Communicating with various departments to keep everyone on board about any changes to the project plan. Organize reporting, plan meetings, and provide updates to project managers and stakeholders.

### GENERAL LABORER | DEC 2019 - APR 2022

SKYGRID

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. Follow instructions from supervisors to perform manual labor tasks. Report issues with equipment or unsafe conditions.

#### Accomplishments:

- 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)

Responsible for managing the projects related to credit operations in one of the largest Brazilian private banks. 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.

#### Accomplishments:

- Development of a new automatized and complete report for high management monitoring the ongoing projects according to the department objectives.
- Review of the Project Committee report model for an automatized and interactive format including the information of all ongoing projects in real time.
- 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 responsible for: controlling the projects implantation aligned to the company's governance policies and procedures, validating, and integrating the involved systems and their impact on the project, and mitigating rollback risks and direct impacts in the operations.
- Implementation of a system for credit decisioning process based on predictive statistics analyses of risk behavior.
- Implementation of innovative initiatives using data analysis to automatically calibrate credit policies rules according to the results of the operations.

## CREDIT RISK MANAGER | NOV 2006 - DEZ 2010

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

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 data-bases, review documentation in order to validate its accuracy with the credit application, prepare the team's productivity reports comparing levels of production versus quality, prepare the main reports of credit departments performance such as day delinquency rate (over 30 and over 90) and approval and deny percentage, manage the team, map the main processes, support the team's new employees regarding to risk management and best practices of frauds prevention, AML and ATF.

### Accomplishments:

- 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

## SKILLS

- |                     |                       |                                                                                |                                                                                                            |
|---------------------|-----------------------|--------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------|
| • Detail-oriented   | • Communication       | • Microsoft (Access, Excel, Outlook, Power Point, Project, Teams, Visio, Word) | • Data Analytics (SAS, Tableau)                                                                            |
| • Critical thinking | • Time management     | • Programming (HTML, CSS, JAVA, VBA, SQL/MySQL, Python, JavaScript)            | • Methodologies (Agile, Predictive, Adaptive, Hybrid, Kaizen, DevOps, Design Think, Scrum, Kanban Lean IT) |
| • Problem-solving   | • Risk management     | • Google workspace                                                             |                                                                                                            |
| • Teamwork          | • Conflict management |                                                                                |                                                                                                            |
| • Multitasking      | • Persuasion          |                                                                                |                                                                                                            |
| • Creativity        | • Decision-making     |                                                                                |                                                                                                            |
| • Adaptability      |                       |                                                                                |                                                                                                            |