

Mariana Herrera

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Monterrey, México

Able to work PT, MT, and CT time zones

Industrial Engineer with 8+ years of experience in strategic alignment, business process management, and data analysis across the IT and Manufacturing industries. Proven ability to lead cross-functional initiatives, optimize operations, and manage complex projects with clarity and discipline. Strong background in reporting, process documentation, and stakeholder alignment.

KEY SKILLS / HIGHLIGHTS

- **Strategic Planning & Goal Management:** Implemented methodologies like *Total Alignment* and *Win the Week* across Operations and Talent Acquisition, increasing goal tracking accuracy and production compliance.
- **Operational Efficiency & Process Improvement:** Standardized 35+ processes in Talent Acquisition. Revamped the auditing structure, boosting auditor consistency and productivity by 20%.
- **Program & Project Management:** Led the implementation of tools like WhatsApp and Chatbot to enhance candidate experience and automate workflows. Drove internal tool adoption and designed scalable audit processes.
- **Reporting & Analysis:** Built Tableau, Power BI, and Looker Studio dashboards to monitor strategic initiatives and KPIs. Automated and centralized over 50 performance metrics across 12 wire plants.
- **Documentation Management and Mapping:** Restructured Confluence knowledge base and created interactive process maps with Miro, promoting self-service and clarity across global teams.

WORK EXPERIENCE

PROCESS STRATEGY MANAGER - [BairesDev](#), Remote

Sep 2023 - Present

- Led the Process Improvement, Quality, and Implementation teams within Talent Acquisition.
- Implemented external tools such as WhatsApp and a chatbot to enhance the candidate experience and automate processes like interview confirmations.
- Rolled out internally developed tools, including the Talent Acquisition Service Desk and Talent Pro.
- Defined and implemented KPIs for each macro process within Talent Acquisition, ensuring alignment with the area's strategic objectives.
Conducted continuous process analysis through shadowing sessions, surveys, and audit results to identify improvement opportunities and generate action plans.
- Maintained up-to-date Confluence documentation by establishing a weekly process to ensure consistency in content, grammar, and structure.
- Significantly automated the auditing process by adopting an internally developed tool and creating a calibration system to ensure consistent evaluation among auditors.
- Continuously updated and improved existing audits, and developed new ones to meet evolving needs.

PROCESS STANDARDIZATION MANAGER - [BairesDev](#), Remote

Mar 2023 - Sep 2023

- Standardized all 35 Talent Acquisition processes by structuring each process's steps, creating detailed process maps in Miro, developing standardized documentation in Confluence, defining outcome KPIs, and establishing measurable control points for auditing.
- Consolidated and organized all Talent Acquisition processes into five main macro processes.
- Redesigned the Confluence documentation structure to enable self-driven and intuitive knowledge sharing.

PROCESS QUALITY MANAGER - [BairesDev](#), Remote

Mar 2022 - Mar 2023

- Led a global team of 25+ to ensure high-quality process execution across multiple regions, establishing and monitoring quarterly OKRs to drive performance and alignment.
- Developed a new auditing process using Google Forms and Looker Studio, enhancing quality control and improving auditor performance and productivity by 20%.
- Integrated quality data to identify and communicate process improvement opportunities.

PROCESS IMPROVEMENT SPECIALIST - [BairesDev](#), Remote

Dec 2021 - Mar 2022

- Improved the Pre-Onboarding Process by implementing DocuSign and introducing a flexible pre-onboarding timeline, significantly reducing candidate withdrawal at this stage.
- Developed a new process to retain advanced candidates considering withdrawal.
- Created comprehensive documentation in Confluence for all HiringX processes, ensuring clarity and consistency.
- Designed and implemented audit procedures for newly created and updated processes.

STRATEGIC ALIGNMENT COORDINATOR - [Deacero](#), Monterrey, MX

Feb 2019 - Dec 2021

- Coordinated strategic planning within Operations and oversaw the deployment of related guidelines and initiatives. Organized quarterly strategic planning and alignment sessions.
- Implemented the 'Total Alignment' methodology in the area for goal setting and performance management.
- Increased compliance with the production plan by 10% through the implementation of the 'Win the Week' process in collaboration with the COO and plant leaders.
- Automated and centralized over 50 KPIs to measure performance and results across 12 wire plants.
- Monitored the outcomes of strategic initiatives by creating Tableau dashboards.
- Prepared executive presentations for the Board of Directors.

PROFITABILITY COORDINATOR - [Deacero](#), Monterrey, MX

Jan 2018 - Feb 2019

- Created profitability simulators to support strategic decision-making in the commercial area.
- Generated monthly profitability reports for senior management.

EDUCATION

- **B.S. in Industrial Engineering** | Universidad de Monterrey, 2013- 2017 | GPA: 4.0 | Academic Excellence Scholarship (90%) | Thesis with Excellence Distinction
- **John Molson School of Business** | Concordia University, 2016 | International Exchange Program

DIPLOMAS & CERTIFICATES

- **Hispanic and Latino Management Accelerator** | McKinsey Academy, 2025
- **Databricks SQL for Data Analysts** | Udemy, 2024
- **Agile Professional Project Management** | Tecnológico de Monterrey, 2020 - 2021
- **Analytics and Data Science Diploma** | Universidad de Monterrey, 2021
- **Certificate in Design Thinking** | ExperienceInnovation Learn, 2021
- **Western Culture and Values Diploma** | CPH, 2018 - 2019

PROGRAMS

Google Suite (Advanced), PowerBI (Advanced), Tableau (Advanced), Looker Studio (Advanced), Jira (Advanced), Miro (Advanced), Confluence (Advanced) & Databricks (Medium).