



Industry Experience

- Financial Services
- Financial Holding
- Food Services
- Real Estate

Functional Experience

- Project Management
- Process Mapping & Optimization
- Lean Six Sigma
- Strategic Planning
- Financial Analysis
- Budgeting
- P&L
- KPI's
- Risk Matrix
- DMAIC
- 5S
- Histogram
- Pareto Chart
- Cause-Effect Diagram

Systems Experience

- MS Office (XL Advanced)
- Microsoft Access
- MS Project
- Data Warehouse
- Bizagi

Certifications

PMP

Education

Universidad Andres Bello
BS, Commercial
Engineering

Languages

- Spanish, Native
- English, Proficient

Contact

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Alya Yoma, PMP

Relevant Business Experience:

- Professional with more than ten years of experience managing projects strategically, evaluating, developing business and operational processes. Skilled in financial analysis, information gathering and optimization methodologies implementation. Proven track record assessing and diagnosing processes, individuals, clients and business' dynamic interaction, as well as, developing operational and tactical plans to implement with company's upper management related to processes efficiency and people's impact through ABC costing and lean management.
- As a Project Manager in a multinational banking and financial services company coordinated the following continuous improvement projects: innovation of new products, process automation, product improvement and compliance implementation according to SBIF normatives (Superintendencia de Bancos e Instituciones Financieras de Chile). Accomplished a financial risk decrease related to the leasing product from an 80% to a 20%, subsequently obtaining the Black Belt title.
- Accountable for diagnosing the organizational maturity level and the operational risk within the value chain of a holding group of companies associated to financial, agricultural and production industries. Evaluated functional dynamic principal pillars' such as client-processes-individual-strategy, elaborated control and continuous improvement proposals and generated projects' plan. Achieved the standardization of more than 50 processes with their corresponding core drivers, risk matrices, operational manuals and KPI's, improving the lean maturity level of 8 companies and the operational result in 200 base points to generate control tools and self-assessment.
- Responsible for the development and consolidation of a PMO in a French food services and facilities management company, implementing company's strategical portfolio in the following matters: liquidity improvement, financial control, business intelligence, process automation and operational efficiency. Implemented a lean productivity project applying 5S in 5 company's facilities, accomplishing an operational cost reduction of 20% among the implemented sites.
- Responsible for leading the project methodology and supporting the achievement of the strategic objectives through the design and control of each project and the program.

Relevant Career Experience:

2017 – Present	GrupoIntellego <i>Senior PMO Consultant</i>
2016 – Present	Surmonte Inmobiliaria <i>Process & Project Consultant</i>
2012 – 2016	Sodexo <i>Operation Excellence Project Manager Project Coordinator</i>
2008 – 2012	Empresa Penta <i>PMO</i>
2004 – 2008	Rabobank <i>Project Manager</i>