Mauricio Marcon Teles

Walnut Creek, CA | (617) 899-3574 | mauricio.mteles@gmail.com | linkedin.com/in/mauricio-marcon-teles

LEADERSHIP & TEAM MANAGEMENT | PROJECT MANAGEMENT | DATA ANALYTICS & TECHNOLOGY

Summary

Dynamic and results-driven professional with a strong background in management, consulting, banking, technology, and education. Proven ability to build and lead high-performance teams, drive innovation, and optimize processes for operational success. Passionate about leveraging technology to accelerate growth while fostering a collaborative, people-first culture. Adept at forging lasting, strategic relationships to support business and educational advancements.

Specialties: Leadership, Team Building, Project Management, Knowledge Development, Technical Support, Software Engineering, Data Analytics, Education, Entrepreneurship, Business Strategy, Customer Success

Professional Experience

Center for Effective Philanthropy - Youthtruth | San Francisco, CA   Feb 2022 – Aug 2025
Senior Manager of Data Systems and Analytics. Oversaw products and processes to implement improvements. Recommended technology updates to ensure efficiency. Built and coached team for successful delivery.

- Redesigned data pipelines using AWS, Airflow, DBT, and Postgres to gain 15% efficiency on delivery time.
- Hired, onboarded, and trained 10+ FTE to ensure continuous delivery and product updates.
- Reduced response time on urgent requests to 1 day by implementing communication and tracking systems.

Hult International Business School | San Francisco, CA   Aug 2020 – Feb 2022
Program Manager. Coordinated and operationalized classes and events of the Master's in Business Analytics program. Supported faculty in designing and delivering course content.

- Oversaw development and delivery of 20+ academic courses by partnering with faculty and academic leadership.
- Efficiently resolved requests and issues to ensure an outstanding experience for 300+ students.
- Developed processes to optimize academic workflow and streamline students' metrics and communication.

Mteles Treinamento e Desenvolvimento Pessoal | Sao Paulo, Brazil   Jan 2014 – Jul 2018
CEO and Director of Operations. Implemented, launched, and conducted branch of Supera (Mental Health) by administering building preparation, technology installation, and business implementation to attend 200+ clients.

- Built a team of FTE for the Sales, Operations, and Education teams, reaching break-even in the first month.
- Defined strategy to outsource and implement systems to optimize operations, promoting 50% efficiency gains.
- Created and executed partnerships and marketing campaigns to double active contracts in three months.

BRQ IT Services | Sao Paulo, Brazil   May 1999 – Dec 2013
Account Manager and Solutions Consultant. Maintained and defined project pipeline to ensure revenue stream. Elaborated and submitted project proposals and technical solutions. Built and managed software development teams.

- Managed Projects across five large Banks in Brazil, ensuring high-quality deliveries and operational efficiency.
- Fostered strong internal and external client relationships, maintaining revenue stream and high resource allocation.
- Partnered with cross-functional teams and stakeholders in Legal, Customer Service, and Compliance systems.
- Interviewed and researched Loan and Mortgage product teams to model and design new solution architecture.

Education

Master of Science in Business Analytics   Jun 2020
Hult International Business School | San Francisco, California
- Teaching Assistant – Elected Class President – Career Ambassador – Mentoring Program Coordinator

Master of Business Administration (MBA)   Aug 2019
Hult International Business School | San Francisco, California
- Elected Class President – Academic Performance Scholarship – Concentration in Finance and Entrepreneurship

Bachelor of Arts in Mathematics   Dec 1998
Pontificia Universidade Catolica de Sao Paulo | Sao Paulo, Brazil
- Concentration in Mathematics; Minor in Teaching - Mathematics and Physics

Mauricio Marcon Teles

Walnut Creek, CA | (617) 899-3574 | mauricio.mteles@gmail.com | linkedin.com/in/mauricio-marcon-teles

Skills and Strengths

Leadership and Team Management (Servant Leadership, Team building, Coaching, and Mentoring)
- Built and grew team of 20 software engineers to develop custom software in the Banking industry.
- Elected to represent franchisees and advocated for support improvement, raising satisfaction by 10%.
- Coordinated weekly meetings to maintain projects on schedule and continuously improve product and process.

Strategic Planning and Execution (Financial and business models, Marketing strategy, Budgeting, and Forecasting)
- Defined and managed Salesforce features and setup to remove limitations for growth and guarantee consistency.
- Developed digital marketing and partnership strategy to create brand awareness and increase traffic and leads.
- Drove innovation by identifying bottlenecks, opportunities for improvement, and technology upgrades.

Client and Stakeholders Relationship (Account management, Customer Success, and Community engagement)
- Maintained client engagement, promoting active revenue for over 5 years as account and project manager.
- Reduced client churn to almost 0% through training staff and improving services based on feedback survey data.
- Ensured stakeholders' engagement by administering frequent updates and documenting project scope and changes.

Project Management and Delivery (PMBok, Waterfall, Kanban, MS Project, and Asana)
- Orchestrated demands and execution of small projects during 5 months to upgrade product and processes.
- Managed scoping, budgeting, scheduling, and resourcing of consulting projects for three teams for 6 years.
- Developed and released monthly fixes and upgrades for 24/7 banking system, ensuring quality and availability.

Cross-Functional Collaboration (Process Modeling, Integration, Communication, and Reporting)
- Partnered with clients and developers to define product features, priorities, validation, and releases.
- Delivered 1:1 and group sessions to educate users of Salesforce and Asana to consolidate usage across teams.
- Implemented client services system integrating requirements of business, front-end, and back-end teams.

Business and Data Analysis (Data sourcing and cleaning, Database modeling, Data pipeline design, and Automation)
- Planned and executed assessment of Loan System, delivering process documentation and redesign proposal.
- Reviewed SQL Server and Python codebase to document and scope upgrade to Postgres/DBT/Airflow.
- Designed surveys and created reports, with quantitative and qualitative analysis, to demonstrate client satisfaction.

Relevant Projects

Data Re-Platforming, Center for Effective Philanthropy | San Francisco, CA   Jun 2022 – Present
- Spearheaded research and experimentation for a cloud-enabled data pipeline, transitioning from *Python/MS-SQLServer/Dropbox* to *AWS/Airflow/DBT/Postgres* architecture.

Program Certification, Cyberwarrior Academy | Boston, MA   May 2019 – Aug 2019
- Developed cybersecurity program framework for certification, meeting standards set by the Commonwealth of Massachusetts and NICE.

Franchisee Satisfaction, Supera Ginastica para o Cerebro | Osasco, Brazil   Oct 2016 – Oct 2017
- Developed and implemented feedback-driven initiatives to improve franchisor-franchisee relations. Compiled and presented key findings to leadership, resulting in better support and boosting satisfaction by 10%.

Leadership and Entrepreneurship Program, Mteles | Osasco, Brazil   Oct 2015 – Oct 2016
- Elaborated and led entrepreneurship training program for 14 SMB managers in partnership with business association. Achieved 90% satisfaction through engaging curriculum and real-life leadership cases.

Additional Information

Languages: English (Fluent), Portuguese (Native), Spanish (Basic)
Softwares: Microsoft 365, Google Suite, Salesforce, Qualtrics, Canvas, Windows, MacOS, Asana
Coding: SQL Server, DB2, Postgres, GitHub, Airflow, Python, R, Cobol, AWS,
Volunteer: Hult SF Alumni Chapter Leader, San Francis de Assisi Communit, PMI-Bay Area, Code in Place (Stanford)