



Marcela del Valle SAGARDOY



MILAN, ITALY
marcela.sagardoy@gmail.com

EXECUTIVE SUMMARY

As a technology manager, I enjoy enhancing the competitiveness and international-scale efficiency of multinational companies by streamlining activities and coordinating resources to assist senior leaders in reaching their strategy goals..

Program management • Engineering Project Manager • ICT Research and Development • Service Delivery Management • Change Management • Digital Transformation • Team Building

UNIVERSITY EDUCATION

2015	Change Management MIP Management Academy. POLIMI ITALY
2012 – 2013	Board Academy Certificate to Support Board of Directors Deloitte Spa - Board Academy. ITALY
2000 – 2002	Master International in Business Administration Ecole des Ponts et Chaussées au Paris. FRANCE Belgrano’s University. ARGENTINE Thesis: ‘Proposal of CRM’s strategies to increase fidelization and sales in a CCC’
1991 – 1998	Degree in Information Systems Technology UCA Catholic University. ARGENTINE POLOMI Department Economics & Industrial Engineering. DIG. ITALY Thesis: ‘GIS methodology for drainage systems automation to control risks environmental disasters’

CAREER EXPERIENCE

2020 – 2024	PROJECT MANAGER. AYES Management & Consulting Spa. ITALY. Managing Consulting. Div. Corporate. Permanent Contract
Experiences	Engineering program management for high complexity industrial enterprise projects. Support for leading manufacturer projects of braking systems and safety-critical sub- systems for rail and commercial vehicles. Support the main parties involved in the technology projects for series production on railway area. Monitoring & control of Quality process (RR, DR, FAI – Quality & Inspection Plans); Definition of metrics for SLA levels (SWOT Analysis; Cynefin framework; RACI definition). Create documentation & processes coordination for KPI; Customer OTD (On Time Delivery) monitoring. Risks management Matrix & mitigation. Budget Management (BSC; BOM cost). Team building & Communication management. Brainstorming; change management; 5Ws method (What, Why, Who, Where, When) and 1H (How) with stakeholders internal and external for continuous improvement of the processes and projects.

2009 – 2020	<p>Program & Project Management • Research & Development • Service Delivery Management • Digital Transformation. Freelance Consultant</p>
Customers	<p>ARIA Regione Lombardia • AXA Group Spa • KPMG Advisor Spa • ENI Spa • AGUSTA WESTLAND Spa • HERA Group Spa • IVS Group Spa.</p>
Experiences	<p>Design, deployment and management of digital transformation metrics and guidelines as a strategic lever to achieve new goals outlined by the top management balanced scorecard. Implementation of new organizational processes with the aim of increasing productivity, empowerment, increase the 'time to market' of new products and monitoring the proper execution of the services offered to the market.</p> <p>Supporting Digital, ICT and Corporate areas on strategy programs to guarantee the achievements of the business units goals.</p> <p>Focus on SLA (Service Level Agreement), KPI (Key Performance Indicators) managing technical teams and stakeholders.</p> <p>Coordination of life-cycle project and services activities, as kickoff, design, implementation, prototype review, deployment. Management of relationships with the external partners involved in projects.</p> <p>Direct ownership of project delivery, ensuring on-time and on-budget releases. Reporting SAL meetings using monitoring dashboard to the general board.</p>
2004 – 2009	<p>ICT Director. VSI. IVS Group. ITALY. Vending Machine. Div. Information Technology. Permanent Contract</p> <p>ICT Director (2006 – 2008) Participating in innovation management strategies to apply on tactics, politics and projects focus on increase sales opportunities and revenue, optimize outcome costs, reduce customers claims and aid the CEO's balance scorecard success implementation.</p> <p>R&D Director (2004 – 2006) Defining of the program & project management follow ups into the R&D Division. Follow up the Start-Up and the life cycle of new products and services to support the CEO's strategy map goals.. Defining of End to End technology solutions for Vending Machines market as: telematics, M2M (wireless solutions), domotics, robotics, payment systems and remote control innovation products. Team building, executive coach for inside - outside collaborators.</p>
2003 – 2004	<p>ICT CONSULTANT. SIEMENS Spa. ITALY. Telecommunication. Div. Service ICT/CRM. Permanent Contract</p> <p>Responsible for the technical support and customer care in an international project of CCC/CRM Customer Contact Center using Platform Siebel. Toshiba Fuyitsu Siemens Multimedial Call Center Platform.</p>
2000 – 2003	<p>ICT PROJECT MANAGER. PSA Peugeot Citroen Spa. FRANCE & SOUTH AMERICA. Automotive. Div. Sales & Marketing. Permanent Contract</p> <p>Start up of a worldwide reengineering & automation project into the Sales & Marketing Area for the Group unifying the knowledge management politics between South America and headquarter offices. Definition of process strategies, user requirements, contract and functional analyst for the following projects: ABCNet (Commercial and Sales website), VCL (commercial website for spare parts), Phénix (Financial website), Call Center (CRM. Customer Contact Center).</p>

1997 – 2000

ICT JUNIOR CONSULTANT. SIEMENS Spa. ARGENTINA. UK.
Telecommunication. Div. Service ICT.
Permanent Contract

Responsible for the training, functional analyst, user manual, organization, methods & software development on technology projects implementation for the Central Post Office ICT services solutions. Elaboration of the business requirements and the functional analyst for the project. Start-up, implementation and testing of applications using the British Post Office know how.

ADJUNT PROFESSOR

IL SOLE 24 ORE Business School EXECUTIVE24

2015 - 2017

MASTER in Digital Transformation & Business Strategy

Lecturer in Digital Transformation & Business Strategy. Master's Project Work Supervisor

PUBLICATIONS

Innovative Strategy Method for Information Technology Investments.

2014

Emerald Group Publishing limited.

How to assess Information Technology investments to deliver maximum business value and aware of initial and future operational costs according to the Strategy Map guidelines.

HONORS & AWARDS

Prize. XXIV Marisa Bellisario Award. ITALY.

2012

Golden Prize as National testimonial for the excellent empowerment and management abilities into the Enterprise Program Management, Engineering & Information Technology.

The Prize in memory of Marisa Bellisario is a recognition that annually recognizes women who have distinguished themselves in the profession, management, science, economics and social inclusion at national and international level.

Speaker. GPS99-Congress. NASDA. Tsukuba University. JAPAN.

1999

Japan NASDA for the Geographical positioning systems's conference.

Relator in "Automatic Drainage Systems" Methodology of an Automation Alarm System to determine the land drainage. GIS.

Prize. VII Concourse of TOTAL Spa. FRANCE.

1998

Relator in "ALERTE_ACTIF" Methodology to control the environmental risks. Winner of the first worldwide position for business process reengineering.

LANGUAGES

SPANISH
ENGLISH

Mother tongue
Advanced (C2)

ITALIAN
FRENCH

Bilingual
Intermediate