

# Manuel Barroso

## Principal

mbarroso@techpargroup.com

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### *Aligns programs to corporate strategy – Integrates CRM and ERP – Data Governance*

Talented leader who guides companies to seamlessly integrate the entire value chain from customers to suppliers. Delivers solid results, generating operations savings and increasing revenue. Expert on end-to-end value chain optimization in multiple industries, including Telecom, Media, and High Tech.

Takes full ownership of customers' goals and challenges, helping to outline path to achieve vision, defining holistic and feasible solutions, by leveraging strategic, technical, and interpersonal capabilities. Highly effective in:

- ERP SAP project management and implementation
- PMO organization and governance
- CRM transformation and implementation
- Alignment of strategic & operational goals
- Management of global program and portfolios
- Turnaround of troubled and complex programs
- Industry and processes maturity and competitive assessment
- IT roadmap definition
- P&L management
- Leading diverse global teams
- Requirements definition and software selection
- Global integration management (people, process, technology)
- Corporate consolidation
- Process optimization

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## **HIGHLIGHTED CAREER ACHIEVEMENTS**

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- Optimized and implemented all core processes, from sales to order management to production and quality management of global European-based high tech and electric energy saving company in USA, Canada, and Mexico.
- Created Maturity Models in Supply Chain and CRM arena that were applied to multiple clients worldwide.
- Aligned corporate strategy, and core operational processes of global information services company in Americas, Europe, Oceania, and Asia Pacific.
- Achieved \$2.0 M in savings, optimizing contact center processes for major U.S. telecommunications company.
- Established core business processes for start-up company. Prepared business for IPO. Now U.S. mobile telco leader.
- Directed technical team on first Network Lifecycle Management project across countries and companies for large European telecom. Yielded €2.0M in savings.

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## **EMPLOYMENT SUMMARY**

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<b>TechPar Group</b>	<b>2014 – Present</b>
<b>Positive Business Consulting Services</b>	<b>2014 – Present</b>
<b>IBM</b>	<b>2002 – 2014</b>
<b>PriceWaterhouseCoopers</b>	<b>1999 – 2002</b>
<b>T-Systems (formerly gedas North America)</b>	<b>1995 – 1999</b>
<b>Volkswagen</b>	<b>1991 – 1995</b>
<b>IBM</b>	<b>1989 – 1991</b>