

Yenny Valera

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Summary

More than 25 years of experience leading IT/OT Service Delivery Management, driving Data-driven Management initiatives, and overseeing Operations. Improved operations performance and efficiency by 35% and increased metrics use by 50% in 6 months. Led 5 projects spanning Mine and Plant domains with success and managed a \$15M PMO budget. Increased the sales by 60%, acting as a Key Account Manager.

Supports the organization's strategic direction. Exceptional success in IT/OT Service Management, Program Management and Project Management, Strategic Consultancy, Service Delivery, and Digital Transformation Programs. Advanced ability in continuous improvement, ITIL Framework, and Data Management, with an international background that includes work throughout Europe, Oceania, South America, and the Caribbean. Excellent problem-solving, communication, managing team, technical, and stakeholder management skills. Authorized to work at the United States as a Green Card Holder.

WORK EXPERIENCE

Synergistics Digital Solutions • Weston, FL, USA • 11/2023 - Actual

Senior Consultant and America's Sales Member

- Led AI, ML, and Azure Big Data Warehouse and Power Platform Solutions Program Manager, using Agile Methodologies and performing Minimal Viable Products (MVP).
- Subject Matter Expert in the ITIL implementations for IT and OT.
- Increased sales by 25%, opening business within South America, as a Sales Member.

Zinata • Weston, FL, USA • 10/2019 - 10/2023

Senior Consultant and Operations Manager

- Determined areas for improvement and implemented processes to alleviate problems, impacting positively the company's profit by 35%.
- Analyzed problematic areas to implement governance, processes, and solutions, increasing effectiveness by more than 25%.
- Led Azure Big Data Warehouse as Program Manager for Anglo American's Copper Unit. Managed five projects spanning Mine and Plant domains, adept project, and program management skills alongside effective team leadership. Recollect the business requirements and translate to data-driven decisions with more than 450 vital signs of the fleet and key performance indicators to excel in operations performance management in technology-driven environments as a first step to Digital Twin.
- Strategic Senior Consultant for IT Operations' Digital Transformation Delivery Model in the Asset and Reliability sector. Drive Data-Driven Management Initiatives, service models, and data pipeline integrity to ensure seamless implementation for more than 45 initiatives increasing metrics utilization by 50%.
- Oversee IT/OT service delivery management initiatives for Anglo American, as leader of the South America team, interacting with South Africa, and Australia. Responsible for strategy, architecture, infrastructure, applications, and IT service model design and implementation of more than 120 IT/OT Services.
- Design, Implementation, and Operation of the IT/OT Service Portfolio definition using ITIL, including Service Pipeline and Service Catalogue, in an agile mode, allowing a Mining Company to increase by 100% their control and value-added to all the operations using Service Now.
- Increased sales by 30%, opening business within the Data Analytics area, as a Key Account Manager for Anglo American.

Synergistics Digital Solutions • Santiago, CL • 10/2010 - 09/2019

General Manager • 04/2018 - 09/2019

- Increased revenue by 35% by managing budget, financial planning, monitoring expenses, and ensuring profitability and sustainability.

- Increased sales by 50%, opening business at IT, OT, and Operations, as a Key Account Manager for Anglo American.
- Strategically set up a robust framework for driving Digital Transformation for the 5 processes at the Synergistics' value chain, emphasizing the vital aspects of People, Processes, Technology, and Data.
- Oversee the day-to-day operations of the company. Optimizing processes, streamlining workflows, and ensuring efficient resource allocation by 95%.
- Created and kept strong relationships with clients. Successful increase of the business client base by 30%.
- Drove year-over-year business growth while leading operations, strategic vision, and long-range planning.
- Co-creation of 100% value between IT and Operations using LEAN IT to support South32 Mining Company in Australia, with an IT Service Management Strategy.

IT Service Management Consultant and Project Director • 04/2014 - 03/2018

- Increased sales by 60% generating new lines of business as a Key Account Manager for Anglo American.
- Promote to Oversee IT service delivery management initiatives for Anglo American LATAM, increasing services availability to 98%.
- Design, implement, and operate the complete ITIL Process framework, adding value to the OT area using Service Now, and SolarWinds.
- Direct the LATAM Anglo-American Project Management Office (PMO) , supervising project teams and up to 7 project managers. Administer a \$15M PMO budget.
- A primary point of contact for escalated issues.
- Applied performance data to evaluate and improve operations target current business conditions by 30%.

IT Service Line Manager • 12/2012 - 03/2014

- Increased sales by 30%, as a Key Account Manager for Anglo American.
- Promoted LEAN manufacturing practices to eliminate waste and non-value-added time, within 120 IT services.
- Implemented root causes and corrective actions to remove IT operations constraints and improve service quality to 98%.
- Audited existing processes to identify critical gaps and design new corrective procedures by improving effectiveness by 50%.
- Design, implement, and operate the complete ITIL Process framework, adding value to the IT area and using Service Now and Dashboards.
- Responsible for strategy, architecture, infrastructure, applications, and IT service model design and implementation for more than 130 IT services.
- Defined service level targets and formulated business processes and strategies. Planned and managed projects. Designed and checked improvement plans based on IT KPIs. Supervise a staff of 21 in-house and remote personnel.

Senior Consultant and Project Manager • 10/2010 - 11/2012

- Increased sales by 30%, as a Key Account Manager for Anglo American.
- Managed customization, and technology projects for a portfolio of more than 60 initiatives per year.
- Leader of the rollout of more than 20 ITIL processes, including Demand, Requests, Incidents, Problems, and Change management.
- Conducted ITIL's forums and supplied training and mentoring on ITIL practices for a team of 45 consultants within Latin America.
- Determined areas for improvement and implemented governance and processes to alleviate problems.
- Lead Process automation of more than 30 areas, using SharePoint Solution.

CEMEX • Caracas, Venezuela • 09/2004 - 07/2010

Business Process and IT Functional Consultant, Project Manager • 10/2008 - 07/2010

- Planned and led JD Edwards implementations and upgrades for this international cement company's Latin American and Caribbean locations. Supervised a staff of 6 plus 5 JD Edwards consultants.
- Improved efficiency by 35% with the implementation of LEAN business process reviews.
- Served as the Project Manager for the IT divestment of the Venezuelan's Finance operations, delivering 100% on-time.

Senior Telecommunications and IT Consultant • 09/2004 - 09/2008

- Managed call center, network, application, and computer hardware implementations and support for a territory that included Jamaica, Argentina, Bahamas, Brazil, Colombia, Venezuela, Dominican Republic, Costa Rica, Puerto Rico, Nicaragua, El Salvador, and Haiti. Supervised a staff of 22.
- Completed 100% of projects on-time, and averaged 10% below budget, saving millions of dollars.
- Improved efficiency by 30%, recommending innovative technologies.

EDUCATION

Master Business Administration Degree Marketing

Universidad Metropolitana

Bachelor's Degree Electronic Engineer

Instituto Universitario Politecnico

CERTIFICATIONS

SCRUM Fundamental

04/2022 - 04/2022

ITIL4

08/2020 - 08/2020

PRINCE2

04/2018 - 04/2018

LANGUAGES

English

Full professional proficiency

Spanish

Native