

Patricia Contreras Palacio

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Analytical and Knowledgeable IT Management professional with 15+ years of experience in IT project management, team leadership and regulatory compliance. Demonstrated expertise in leading a Six Sigma project to gain a hard benefit impacting direct cost, reducing around of 30% off, through best practices. Expertise in Business Process Applications, mainly in SAP ERP to streamline process mapping and improvement, project estimating and decision making.

Experience

Grupo Danone México | Augst 2012-September 2015

IT Manager and PMO

- Managed successful integration and execution with an average of 5 projects simultaneously monthly through team leadership and performance management improving project delivery.
- Analyzed and Implemented actions to control support costs avoiding 5% budget increase yearly.
- Oversaw projects budgets effectively through strategic resource allocation and vendor negotiation, resulting in 95% projects delivered on time, budget and quality.
- Managed a team of 2 individuals, overseeing their daily task, defining annual objectives and performance review.
- Collaborated with cross-functional teams comprised of individuals from France, and Mexico.
- Developed and implemented budget forecasting.
- Vendor management.

DuPont México | March 1999-July 2012

IT Project Program Manager

- Managed the integration and execution of IT projects/programs for marketing and sales areas, across multicultural teams, successfully implementing complex initiatives with Latin American teams (Mexico, Argentina, and Brazil). Guarantee budget approval and projects executed on time, follow through multiple deadlines to meet the project program objectives.
- Develop and implemented budget forecasting for IT project program.

Application Leader Mexico

- Led the application team managing SLAs and implementing metrics, resulting in improved performance and compliance with SOX controls, including enforcing guidelines for internal controls on processes and operations.
- Collaborated with cross-functional teams comprised of individuals from USA, Mexico, Argentina, and Brazil (projects and applications support).
- Facilitated seamless communication and collaboration between business users and technology development teams.
- Developed and implemented budget forecasting for IT application area expenses.
- Vendors management.

SAP Technical Leader Mexico

- Directed the SAP technical team, promoting and ensuring guideline implementation to provide efficient technical and functional support. Documented user requirements and managed technical requests.

Education

Master of Administration in Sales and Marketing, Instituto Tecnológico de Estudios Superiores de Monterrey, Campus Estado de México. January 2002 –September 2004

Bachelor of Science (B.S) in Computer System Administrator, Universidad del Valle de México, Campus Lomas Verdes February-1989 – November-1992

Coursework

- PM Training, SAP FI-CO Course Udemy, SAP SD Academy, BC402 ABAP programming techniques, DSAP hands on training.
- Six Sigma (green belt) DuPont Mexico, Executive Decision and Problem-Solving DuPont Mexico, Leading and Work Team Kalapis Valle de Bravo Mexico, Internal Controls 101, DuPont Mexico, Effective group team creation, Ned Headderman Mexico, BRP & S&OP (Business Resource Planning & Sales and Operation Planning), DuPont, Mexico

Skills

- IT Project Management, Team Leadership, Management Resource Allocation, Vendor Coordination, Decision Making, Problem Solving, People Management, Customer Oriented, Self-directed learning.
- Microsoft Project, Visio, Microsoft office, SAP ABAP, SAP FI-CO Configuration JCL, SIX Sigma green belt.