



LUIZ WINDLIN

Senior Project Manager

Born 1970



- +21 years of background on the IT Program/Project Management, with international experience along South and North America and Europe
- Experienced professional, working with Multinational companies within complex ERP Programs and Rollouts
- Great open-minded communicator with entrepreneurship drive, and hands-on attitude



EDUCATION

1998 – 2000	FGV University, Sao Paulo (Brazil) Post-Graduation in Business Administration
1988 – 1993	USP University, Sao Paulo (Brazil) Bachelors in mechanical engineering

CERTIFICATION / FURTHER EDUCATION

2018	Professional Scrum Master (PSM 1), Scrum.org
2017	COBIT5 Foundation, APMG International
2019	ITIL V4 Foundation, AXELOS Global Best Practice

EXPERIENCE / BACKGROUND

Professional Experience	25 Years
Language	Portuguese (native) English (fluent) Spanish (fluent) German (advanced) Italian (basic)
Industries	Pharma Electronics Industrial Technology Diary and Food Industry Automotive Painting Industry Petrochemical Industry Steel IT Services and Consulting
Methods & Management Skills	Program/Project Management (agile, waterfall) Program Management Office ERP Rollout Management SDLC (Software Development Lifecycle) Service Management Migration Management Business Intelligence Change Management



Project Portfolio Management
Vendor Management
Enterprise Software
Programming and implementation (Oracle, MySQL, HTML, PHP)

Technical Skills

MS Office
ERP Systems: SAP, Infor, MS Dynamics
CRM Systems: Epiphany, MS Dynamics
WMS Systems: Infor WMS
API Systems: Infor OpenWorld
ITSM Systems: ServiceNow
PPM Tools: Clarizen, MS Project Online, Monday.com



PROFESSIONAL EXPERIENCE

Since 01/2019
Switzerland

FIFA

IT Service Manager, Project Manager, Change Manager

Responsibilities:

- Supporting the governance organization to control and monitor projects and services
- Accountable for project review and quality alignment to the FIFA project methodology
- Accountable for change maintenance at service on the ICT production environment
- Leading the service management

Projects:

- PPM solution selection and implementation project (Project Manager)
- ITSM ServiceNow platform maintenance and update (Change Manager)

02/2018 – 12/2018
Switzerland

ALFA People AG

Delivery Manager

Responsibilities:

- Responsible for operations and finance controls, headcount analysis, resource planning, interaction with other areas such as licenses sales, support and development, with direct report to Local General Manager
- Managed a team of local and offshore consultants
- Support to operations in other DACH countries
- Accountable for migration and implementation projects in Switzerland
- Relationship manager for several customers in Switzerland

04/20217 – 12/2017
Brazil

Sulzer Brazil, ERP Integration Project – SAP R/3 to Interquadram (local Brazilian Finance system)

Project Manager

Responsibilities:

- Project Manager – supporting internal PM to coordinate project teams and suppliers
- Coordination of development and integration teams



01/20216 – 04/2017
Brazil

**BBosh, ERP Implementation and Rollout Project – TOTVS ERP
(local Brazilian ERP)**

Project Manager

Responsibilities:

- Definition of software selection programs
- ERP implementation and migration (from previous TOTVS version) project management
- Coordination of development and integration teams (with internal homemade systems)
- Support for the local IT manager on reporting/negotiating project deliveries to the HQ IT director (in Chile)

06/2024 – 12/2015
Brazil

Brazilozonio

Sales Manager

Responsibilities:

- Definition of sales area principles and metrics to a start-up company
- Accountable for Brazilian Sales operation planning and forecasting
- Accountable to direct follow-up with strategic accounts
- Established process models and metrics to the sales team
- Mentored of Sales Funnel process implementation
- Key Achievements:
 - 200% increase on Sales partners affiliations
 - 20% time reduction on the sales process

01/2007 – 02/2014
Brazil

Infor Global

Service Delivery Manager

Responsibilities:

- Accountable for Brazilian Consultancy operations managing a team of 35 direct professionals and more than 150 consultants from 3rd parties, leading a +US\$ 27 million/year business, year-to-year growth of 60%
- Project Director for several customers/projects

Projects:

- 2010 – 2012: Mabe (household appliances)
 - Baan LN ERP rollout
 - Company HQ in Mexico rolling out to Brazil sites.



Managing fitting the Kernel model to local to business practices and laws.

- 2011 – 2013: Bandili (apparel industry)
Baan LN implementation
Project Director, steering committee member together with customer board
- 2011 – 2012: Trifil (tissue/apparel industry)
Baan LN migration Project
Project Director, steering committee member, together with customer HQ
- 2009 – 2010: Pfizer (drug industry)
Sunsystem implementation
Project Director - steering committee member, together with HQ team

01/2003 – 01/2007
Brazil

SSA Global
Consulting Manager

Projects as Solution Architect:

- 2008: Tintas Killing (painting industry)
Baan LN ERP migration project
- 2007: Metso Papers
Baan IV Finance optimization
- 2007 – 2008: WEG (electric engines)
Baan IV ERP migration project
- 2010: Randon (automotive)
Baan IV ERP optimization – 2010

Project as Project Manager:

- 2002 – 2003: Braskem (petrochemical industry)
Baan LN ERP migration

01/1995 – 01/2003
Brazil

BAAN
Project Manager

Projects:

- 1996 – 1997: OPP (petrochemical industry)
Baan IV ERP implementation
Manufacturing and quality Control modules/areas implementation consultant & team leader
- 1997 – 1998: Bunge Alimentos (food industry)
Baan IV ERP implementation



Manufacturing and quality Control modules/areas
implementation team leader

- 1995: CSN (steel industry)
Baan Triton EPR Implementation
Purchase module/area implementation consultant

01/1994 – 01/1995
Brazil

PWC Brasil
Junior Consultant

Projects:

- 1994: Cimento Eldorado (cement industry)
Magnus EPR (local Brazilian ERP system)
Purchase and maintenance modules/areas
implementation consultant