



MACARENA PIZARRO

Senior Project Manager

Born 1974



SIDEKICK NETWORK
selected experts

- Senior Consultant with more than 22 years' experience as Project Manager as well as Test, Integration, Quality and Service Manager
- PRINCE2 and ITIL certified with considerably background years' experience in Agile, GxP, Logistic, Supply Chain, Sales, Marketing, Reporting and Business Intelligence business processes in standard and qualified environments
- Leader that motivates and builds a work team, with the exceptional communication skills and proactive with the passion and qualification to pass and execute all IT projects from the project start to closure and successfully operational handover

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EDUCATION

2003 – 2004	Master of Information Systems, “Universität des Saarlandes” (Germany) Master of Information Systems (MSc.)
1994 – 1998	Commercial Engineering, Finance & Marketing, “Universidad de Santiago” (Santiago de Chile) Business Administration Degree

CERTIFICATION / FURTHER EDUCATION

2013	PRINCE2 , Maxpert Hamburg
2015	ITIL Foundation Certificate for IT Service Management V2. Maxpert. Düsseldorf

EXPERIENCE / BACKGROUND

Work Experience	22+ years (international) Project Management
Languages	Italian (native) Spanish (native) English (fluent) German (fluent) Catalan (fluent) French (basic) Portuguese (basic)
Market Experience	Pharma Retail Wholesales Automotive Payment Financial Services Telco
Methods and Management Skills	(IT) Project/Program Management (agile, waterfall) Rollout Management Release Management



Communication and Change Management
Test Management
Quality Management
Migration Management
Integration Management
Development Management
Service Management, ITIL
BI Business Analyst
Requirements Management
Customer Relationship Management

Technical skills

Microsoft Office
SharePoint
HP Quality Center
HP Service Manager
HP ALM
JIRA
SPIRA
Salesforce
Veeva
Siebel
SAP Hybris
Oracle ENDECA
SAP Solution Manager
SAP BW
SAP ILM
Microsoft SQL
OBIEE
IBM Conos
BIRST
Tableau



PROFESSIONAL EXPERIENCE

09/2020 – present
Switzerland

Roche Cross Pharma Informatics (Global); Delivery Management Chapter
IT Project Manager (DM Chapter)

01/2019 – present
UK, Germany, Italy, LATAM

P&P Consulting; Digital Transformation Projects Methodologies
IT Project Manager, Test Manager, Delivery Manager, Change Manager

Responsibilities:

- To deliver consistent IT solutions, identify, design and defines Strategies in the areas of Quality standards and Methodologies to be applied in digital Transformations considering Company branches, IT internal structures, Internal and Offshore teams and type of Transformation.
- Includes Service Management (ITIL), Project Management (PRINCE II, PMP, Agile, SCRUM), Communication, Test, Quality, Delivery and Change management

07/2019 – 12/2019
UK, Germany, France,
Belgium, Hungary

Computacenter; Group ERP NL (Company Acquisition), Germany/
Netherland/ UK
Test Manager & Change Manager

Responsibilities:

- Defines the test strategy, test Plan, Resource management, Communication, Test/Defect Reporting, Defect Management
- Functional testing Unit testing: SIT, SAT, Interface testing, Regression testing, UAT
- Non-Functional testing, Load testing, Security testing, Compliance testing, Localization testing
- Hand over to BAU
- Change management definition for IT processes

01/2019 – 04/2019
Germany

Deutsche Telekom AG; EU GDPR to implement SAP ILM in several
SAP applications
Test and Quality manager

Responsibilities:

- Project EU GDPR to implement SAP ILM in several SAP applications at One. ERP at Deutsche Telekom AG (DTAG)
- SAP ILM (Information Lifecycle Management) will be used to automate and facilitate the blocking, archiving, deletion and



destruction of personal data in accordance to law to the following Applications: One. Finance (OFI), PSL International, PSL National, Enterprise Contract Management (ECM), Enterprise Data Management (EDM), R3-Master, Procurement, One. Archive

- Test strategy definition, test Plan, test reporting, test management and Test tool maintenance, 2 test Phases, manual testing.
- Evaluate and ensures the deliverables meet the defined standards, Technical and Functional Documentation by Stream and by SAP objects (EN Translation included)
- Business Operational readiness and Hand over to Operations
- Cutover management

11/2017 – 12/2018
UK, Germany, France,
Belgium, Hungary

Computacenter; AIX to Windows Migration
Senior Quality, Delivery and Test Manager

Responsibilities:

- Project manager in the customer side and contact partner for the third-party Project manager(s) in the migration from IBM to HP machines, AIX to Windows Operative systems and ORACLE DB migration from SAP and non-SAP applications.
- Design, assessment and implementation of a Project plan that suits the resources and defined waves and continuous review with the Senior Managers, Application owners, System Architects and SME to meet the targets
- Creation an Establish and manages quality management Plan, evaluating the gaps and implementing improvement measures (internal and third-party Hewlett Packard Enterprise deliverables)
- Assess, align, collects, defines and manages the technical and functional requirements and controls the deliverables against the quality defined criteria, coordinates internal and external resources (onsite and offshore), team of 25 HPE Consultants, 30 Intern employees and 10 External resources.
- Defines Test strategy for Infrastructure migration project, test Plan, Resource management, Communication, Test/Defect Reporting, Defect Management
- Responsible of the readiness and the Infrastructure and Environment testing
- Dress Rehearsal testing, Limited Functional testing, Integration testing, NON-Functional testing



- PMO, coordinates and manage all the administrative task related to the project
- Organizational readiness assessment for the Operations hand over and second level team KB build (windows OP and SAP running under ORACLE DB is new for the company)

06/2017 - 12/2018
UK, Germany, France,
Belgium, Hungary

Computacenter; SAP MRS and ITSM Software Upgrade
Senior Requirement, Quality and Test Manager

Responsibilities:

- Collects and manage the technical and functional requirements.
- Defines, implement and manage a quality Plan to ensure solution is delivered against the defined standards (internal and third-party deliverables)
- Defines the test strategy, test Plan, Resource management, Communication, Test/Defect Reporting, Defect Management, white box testing
- Functional testing Unit testing
 - SIT
 - SAT
 - Interface testing
 - Regression testing
 - UAT
- Non-Functional testing
 - Performance Testing
 - Load testing
 - Security testing
 - Compatibility testing
 - Compliance testing
 - Localization testing
- Hand over to BAU (Business as usual) to the central Service Desk team in BCN and the business (Training sessions, KA, New processes description) for the changes the upgrade brought

02/2016 – 10/2017
Germany, UK, France

Computacenter – Daimler; FFE (Field Force Enablement)
Senior International Project Manager, Release Manager, Test Manager

Responsibilities:



- Manage and Implements the delivery of an IT Mobile solution for the workforce management and performance in the IT service field
- Defines requirement process, collects manage and distribute the technical and functional requirements.
- Coordinated the Releases, roll out and deployment of the solution across the Daimler sites
- Align the releases of the solution (SAP, Remedy, Cognito)
- Coordinates the delivery of project stream areas work packages across the organization
- Manages third party supplier delivery, produce Work council project related documentation
- Defines the test strategy, plan resources and manage the test phases of a manual testing
- Defines and manage the cutover plan and the move to production.
- Creates, defines and implement the service management for this new solution ensuring and smooth work across the several service levels, delivers solution documentation, training, KA and continuous support during the 3 years project
- Planning and managing a team in Germany, UK and France

03/2015 – 01/2016
Switzerland

Roche Diabetes Care; A&S (Autonomy & Speed) Program - Business Intelligence Project (DC BI)

Senior Business Analyst Lead, Test Manager and Deployment Lead

Responsibilities:

- 3 Roles within the DC BI Rollout of Wave 3 (6 Countries in Europe and USA/ Canada) as a part of the worldwide rollout program (SAP, BI/ Birst, CRM/ Salesforce), program to split the organization Roche Diabetes Care from Roche Pharma/Diagnostic and outsource the whole supply chain process to Kühne + Nagel
- Design and deliver a BI solution while the SAP and CRM systems are being replaced; develop a CVS solution following Agile methodology under strict Roche's Project management methodology (PMM), liaise with IT security and IT quality, trade union constraints
- **Senior Business Analyst Lead:**
- Engage with stakeholders at all levels and across all the functions (Sales, Marketing, Finance, Logistic, Production and



- Supply Chain) to provide support and guidance in establishing analytical needs across the business process phases
- Analysing the countries business models and their local BI Reporting requirements analysing Core Systems, internal and external interfaces
 - Capturing the business requirements from key users and translating them into technical requirements to enable the reporting in the BI tool BIRST
 - **Test Manager:**
 - Defining the test and the defect management strategy following the V-Model and a Risk based approach for a Computer system validated BI solution, E2E (SAP, CRM, BI and External Supplier)
 - Complete alignment and team work with the test streams from SAP, CRM and external supplier chain partner
 - **Deployment Lead:**
 - Planning and managing resources and tracking the BI country rollout for Italy, Spain Switzerland and Germany, defining the CRM – SAP data migration, interfaces and customizations

06/2014 – 01/2015
Switzerland

Roche Diagnostic International; Lifecycle Simulator
Senior Business Project Manager

Responsibilities:

- Building the bridge between the business, Finance and IT, defining and implementing a robust solution to support the new Roche business model (offshore and onsite team (in Poland and Switzerland)
- Consolidating the processes gaps, modelling proposals, design and forecasting tools that bring transparency on the business assumptions behind the forecast, Logistic, Production and Supply chain planning to be implemented in the Reagent production used by Cobas (Roche diagnostic System) across their different models worldwide
- Planning, budgeting and tracking of the entire project
- Implements a solution across SAP R3 and Cognos TM1
- Challenges: Design and deliver a forecasting solution to support a new business model, several business process gaps to cover and strong involvement from a wide range of stakeholders from different departments and location



11/2013 – 06/2014
Germany

Deutsche Börse Group; New Business Sales Model implementation
Senior Business Project Manager, Business Analyst

Responsibilities:

- Implementing business processes for Marketing, Sales and Billing that are part of the company strategy and supported by the corporate IT tools, SAP R/3, bespoke billing tool and CMS
- Planning, delivering and tracking the project
- Alignment with offshore and onsite team (Prague, Luxemburg, US and Germany)

04/2013 – 10/2013
Germany

Ingenico Group; Metro Cash & Carry Future Store
Senior Project Manager, Project Manager Officer

Responsibilities:

- **Senior Project Manager:**
- Managing 3rd party suppliers in an international environment, delivering to strict deadlines and within the budget constraints. Setting the project management capabilities on the team
- Planning, delivering and tracking the project

- **Project Management Officer:**
- Implementing a strategic project management office
- Developing strategies to achieve the company objectives
- Analysing the organization structure, designing/adapting processes and people structure, ensuring all programmes are delivered using the agreed structured project management methodology
- Implementing a formal project management methodology, adapting the processes and creating new processes to fulfil the new business model implemented in the company
- Alignment/ team work with offshore and onsite team (France, Germany and Romania)

01/2013 – 03/2013
Germany

Mazda Europe GmbH; Mazda Customer Care
CRM Manager, Siebel & OBIEE Expert

Responsibilities:

- **CRM Manager:**
- Implementing a strategic service management, refining business processes and adapting formal project documentation to PMP and ITIL standards



- **Siebel and OBIEE expert:**
- Implementing an integral solution, interfaces, customer master data, marketing campaigns, report optimization and change management
- Managing and defining the scope of the service transition from internal resources to offshore team in India (HP supplier)

12/2011 – 11/2012
Germany

Metro Systems AG; Metro eCommerce
Delivery Manager

Responsibilities:

- Implementing the delivery management process for ecommerce, creating and implementing the formal methodology and reporting to fulfil the new business model
- Planning the waves deployment, system downtimes, data migrations, patches deployment and upgrades
- Tracking development, functional/technical test and documentation progress against milestones and budget
- Driving risk mitigation and pursuing any deviations to correct and realign progress against promised deadlines/scope
- Managing and coordinating the ecommerce release with the other involved systems (SAP, Siebel, POS, Windows, GMS, DWH), including release deployments and release notes, aligning the solution end to end test integration (automated and manual test)

01/2010 – 11/2011
Germany

Metro Systems AG; COD “Customer Order & Delivery”
Service Manager

Responsibilities:

- Managing the service delivery and providing functional and technical support for a Multilanguage Oracle CRM Siebel Order & Delivery
- Designing and implementing a harmonization program for the new support model: consolidating “practices & service” and centrally monitoring the data flow across all the interfaces and systems involved for fully controlled invoicing process, supporting the test team for the automated test implementation
- Managing the offshore team (India), defining the service portfolio



01/2005 – 12/2009
Spain

Novartis; CoE “Centre of Excellence”
Senior IT Service Manager

Responsibilities:

- Leading the development, implementation, integration and maintenance of SAP, CRM Siebel applications, Sales Force and Cognos BI solution, supporting the business processes of Sales, Marketing, Logistic, Production and Supply chain enhancing the track and trace of the products across the different systems (lot, Serial #, Exp date and Cold chain)
- Managing 3rd party suppliers in an international environment, delivering to strict deadlines and within budget
- Providing technical/functional, automated and manual test management and Metadata analysis
- Data base normalization to reduce the redundancy and improve the performance, ensuring the quality, timeliness, accuracy and consistency of the data in the DWH
- Relationship management with the end-customer, managing dead-lines, issues and customer expectations, facilitating technical and non-technical client interfacing, business processes re-engineering and pre-sales activities

01/1999 – 12/2003
Chile

Provide consultancy to several customers; Implementation of ERP and BI Solutions
ERP BI Consultant

Responsibilities:

- Providing Business analysis and project management to big companies in the implementation of ERP and BI solutions
- Supporting customers and end users to adopt and learn new BI strategies
- Supporting the organizational change management to use the data as a key BI tool to take better and accurate decisions to improve efficiency on Sales, Marketing and logistic strategies