

THIAGO H. S. BIROCCHI

PERSONAL INFORMATION

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OBJECTIVE

Motivated, disciplined and talented information systems professional with excellent oral and written skills seeking exciting process/development/pioneering challenges at a divisional/global scale.

BACKGROUND

Business Application Advisor, with more than 10 years of experience in Information Technology. Bachelor in Business Administration and Post-Graduate (MBA) in IT management. Main duties include project management and system administration. Examples shown on strategic corporate project, analyzed and documented results and recommendation for Senior Executives team. Deep knowledge in project management following PMI, CMM, ITIL and other techniques. Leadership in key divisional projects at FedEx as demonstrated by serving as the ECRM SME technical lead. Responsible for online and offline products for customer automation. Additionally, facilitated the integration and communication between the business and many diverse IT areas while following consistent processes. Passion to learn and research new IT technologies and processes. Self managed, works well under stress and time sensitive issues. Excellent analytical, communications, and interpersonal skills. Tri-lingual speaker (Portuguese, English and Spanish). Availability for traveling and live in another country.

EXPERIENCE

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|------------|-----------------------------|
| 2001–Today | Federal Express Corporation |
|------------|-----------------------------|
- Business Application Advisor – Information Technology LAC Division*
- Project management and system administration tasks are my main activities.
 - Currently responsible for managing Customer Automation products, EDI setup, Research and roll-out of new billing methods.
 - Skills can be observed with the leadership of important projects that provided savings and profits for FedEx such as Servers Replacement with Active Directory Implementation, ECRM, HP Open View, Everdream, CA Unicenter, PC Replacements, SISCOMEX (government clearance and financial system), Cell Phone Calls Reduction, ACD Symposium, Digital Recorder, Netware upgrade, Wireless LAN, Video Conference.
 - Responsible for the creation, enhancement and maintenance of several on-line and off-line products for customer automation.
 - Provided input to and influenced Project Prioritization with upper management.
 - Supported implementation of Ancillary project also working with SQL databases.
 - Developed proper financial justification including quantitative, qualitative, return-on-investment, capital and budget control among other analyses.

- Upheld FedEx IT standards during system audits with 100% of results matching the security and standard objectives.
- Implemented new telecommunication networks for FedEx facilities in LAC division, developing all network plan architecture and documentation.
- Automated processes by implementing tools to reduce department workload.

2000–2001

HP – Hewlett Packard

BackOffice Advisor – IT Support Department

- Provided technical support to HP IT customers by installing new network hardware.
- Setup remote communication for network, wireless and infra-red equipment.
- Process and Fulfillment control.
- Implemented e-mail support system in Brazil office.
- Analyzed and developed productivity, work flow and service level reports.
- Developed and documentation new procedures for troubleshooting.

1998–2000

APL Sistemas de Informações

Systems Technician

- Maintained a Microsoft Windows NT network.
- Implemented service automation tools which resulted in the reduction of 90% of the software installation time.
- Provided technical support for many operating systems.

EDUCATION

Feb/2005 – March/2006

FIAP

São Paulo – SP - Brazil

- Post Graduate (MBA) in IT Management

Jan/1999 – Nov/2004

UNIP

São Paulo – SP - Brazil

- Bachelor in Business Administration with qualification in international trade

OTHER SKILLS

- PMI, ITIL, CMMI
- ERP and Business Intelligence Systems
- Novell Netware 5.1 Administrator – *CNA Certified*
- Novell Netware 6.5
- Novell Academics – GroupWise
- Microsoft MCSE 2003, Ms-Windows 2000 , NT, XP and 9X
- Technical training at HP University

HONORS

- FY06 Purple Promise FedEx Humanitarian Award
- FY05 Leadership and Achievement award
- FY04 LAC IT Excellence Award – Gateway Move
- FY03 LAC IT Excellence Award – PC Replacements and Everdream
- FedEx Bravo Zulu Award (several times)

LANGUAGES

- Fluent in English and Portuguese
- Good Spanish skills