



## Adriana Benedetti

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### EDUCATION

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#### Master in Business Management

Chile, 2016

Universidad Adolfo Ibáñez

#### Bachelor of Business Administration

Venezuela, 2009

Universidad Católica Andrés Bello

G. P. A: 15/20 – 6th position within the class.

### EXPERIENCE

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#### Alorica – Guatemala City, Guatemala

Nov 2018 – Mar 2019

#### Business Manager - (Temporary role)

*Monitor the performance of the sites and clients, to ensure that they reach the proposed objectives, and develop and implement strategies to improve financial and commercial results.*

Achievements:

- Evaluate the agent's compensation plan for a regional client, standardize it and adjust these metrics to achieve productivity and profitability efficiencies.
- Ensure the implementation of a Coaching system in the countries of the region, to guarantee the documentation of the action plans and advances of the agents.
- Carry out different financial analyzes to determine opportunities for savings, efficiencies and process improvement.

#### Contact Media SAC – Lima, Perú

May 2017 – Nov 2017

#### Commercial Planning Supervisor - (6-month-project)

*Management of renewal and renegotiation of rental contracts for ENTEL, for the location of telecommunications antennas, under the fulfillment of its OPEX budget.*

Achievements:

- Develop, create the project, and train the team of Real Estate Coordinators (3 people in charge).
- Negotiate with the property owners the renewal of their contracts, establishing new conditions.
- 70% effectiveness in the renewal of contracts.

#### DIRECTV – Santiago, Chile

May 2015 - Feb 2017

#### Process Controller Business Partner – Customer Experience (CX)

*Measure adherence in the execution of processes of operational areas, of which their results have direct relation and incidence with the experience of the company's clients.*

**Internal Clients:** Collection Area, Loyalty and Collections Platforms.

Achievements:

- Detect opportunities in operational processes of the Collection area, and ensure the implementation of the changes through the development and follow-up of specific action plans.
- Develop and implement new processes aimed at Loyalty and Collections platforms to regularize the situation of customer payment, improving the collection and permanence management of customers with the subscribed service.
- Measure and optimize the processes of "Automatic Payment Charge (Credit Cards and Current Account)" and "Management of Claims of non-accredited payments", increasing the indicator of customer satisfaction in 7pp.
- Create an Organizational Climate Committee for the CX Management with the objective of celebrating birthdays, baby showers, promotions, results of the Directorate, etc.

#### Ultramar Agencia Marítima - Santiago, Chile

Aug 2014 - May 2015

## Controlling Coordinator – Holding

Generate guidelines for the preparation of the budget of the companies of the group and monthly control of their execution.

Achievements:

- Implement OBI (Oracle Business Intelligence) as ERP of the group, generating a more reliable repository of financial data and automating monthly reports.
- Optimize the Cash Flow, detecting opportunities for improvement in the collection management of the group.

## Telefónica (Movistar) – Caracas, Venezuela

Sep 2011 - Feb 2014

### Finance Specialist - Dirección de Control de Gestión

Guarantee compliance with the Expenditure budget (OPEX) through the control of its execution and record of provisions.

**Internal Clients:** Networks VP, Commercial VP, HR VP, Finance VP, Security Direction and Audit Direction.

Achievements:

- Debug accounting provisions of suppliers that had not billed their services in more than two years.
- Generate savings of 20-30% in local negotiations of new contracts with recurring suppliers.
- Train the Human Resources team with financial issues, to improve the monthly expenditure projections.
- Improve the projection of monthly expenses, with deviations of 5% in the category of renting antenna sites.

## PwC – Caracas, Venezuela

Sep 2008 - Sep 2011

### Tax Senior Associate - Tax Consulting Line

Tax Services for Expatriates: Tax advice to expatriate personnel working in Venezuela in Multinational Companies, as well as to Venezuelans who work abroad.

**Clients:** P&G, Baker Hughes, BP Oil, Coca-Cola Company, Nokia, others.

Achievements:

- Assist in Panama City more than 150 employees of Procter & Gamble, in the preparation of their income tax declarations for Venezuela, for the transfer of the LATAM Headquarter, within the established deadlines.
- Direct communication (oral and written) with +200 expatriate, and analyze their tax residence status to determine the taxable income of the year in their country of origin and destination, to avoid double taxation.

## EXTRA-CURRICULAR EXPERIENCE

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- Ronald McDonald House Charities, Perú – Executive Director Consultant

Jan 2018 – Apr 2018

## RECONNAISSANCE

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- Award to the Value **“We build from the People”** DIRECTV, Chile Dec 2016  
Nomination made by my boss, with arguments and concrete evidences, which were later evaluated by the Executive Committee of DIRECTV.
- Award **“An Applause”** Telefónica, Venezuela Dec 2012  
Recognition made by the Security Direction (internal client), for the support and advice received from me, in the preparation and control of their spending budget, thus complying with the planning for FY 2012.

## SKILLS

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**Languages:** Spanish (Native), English (Advance)

**Technical Skills:** Advance Microsoft Office (Word, Excel, Power Point) – SAP (Financial Sessions)

## COURSES

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### Diploma in Financial Management

Feb 2013 – APr 2013

Universidad Católica Andrés Bello – Caracas, Venezuela.

### English as a Second Language

Sep 2003 – May 2004

FLS International, Dean College - Massachusetts, EEUU.

I have a Guatemalan Residence.