

ERICK R. MUÑOZ A.

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Education

2004 – Master in Statistical Analysis (12M courses completed)
Universidad Galileo, Guatemala

2004 – Industrial Engineer and, Bachelor Science B.Sc.
Universidad Francisco Marroquín, Guatemala

2005 – Electrical Engineer (Pensum Closed and Field Work)
Universidad Galileo, Guatemala

Professional Experience

North America Beauty Care Manufacture Information Technology Director

[December 2019 – Present] P&G, North America IT/OT, West Virginia, United States

- Drive digitization strategy for the region and, management of Site IT/OT Leaders at Plants
- Operations Governance, IT Compliance, Cybersecurity Vulnerability and Info Security
- Drive Global Project Integration into sites and local project execution
- Proactively identify and drive value, anticipate and communicate innovation opportunities

Latin America Manufacture Information & Technology Operations

[December 2017 – December 2019] P&G, Latin America HQ, Latin America PS and Manufacture

- IT Program Management Strategy and Value Creation Acceleration.
- Information Technology and Operation Technology Program Leader.
- Manufacture and Distribution Centers IT Operations & Project Management.
- IT Organizational Transformation Project Manager.

Asociación Panameña de Facility Management

[July 2016 – December 2019] APAFAM, Panamá

- APAFAM Digital Director, Marketing and, Professional Founding Member

Latin America Manufacture Plant Shared Services Program Manager

[October 2014 – December 2019] P&G, Latin America HQ, Latin America PS and Manufacture

- Facility Management Program Manager for Latin America Manufacturing Sites.
- Manufacturing Facilities Spend Strategy, 18 Manufacturing Sites.
- Governance, Audit and Operation of Shared Services Program and Outsource Model.
- Tale Spend Procurement (Purchases <\$500k) Program Management.

Shared Services Employee & Site Cluster Leader / LA IT Capital Forecaster

[April 2012 – April 2015] P&G, Latin America HQ, Central America, Caribbean

- Latin America IT Annual Capital Investment Strategy and Forecaster.
- Outsource Governance and Operation Third Party Partners: JLL, HP, BT, Xerox, Cisco.
- Facility Management & Corporate Real State: Operation, Maintenance, Site Security, Meeting Services, Real State & Office Space Projects and Planning.
- Employee and IT Services/Support: On-Site Support, Personal Computing, Operational Excellence in Network, Voice and Printing.

Global Business Services (Shared Services) Client Manager / Systems Manager

[October 2010 – April 2012] P&G, LA Development Markets/ LA Pet Care / LA Salon Professional

- Develop and establish strategy for the Business Unit.
- Align business and commercial needs with GBS Products and Services.
- Team goal management. Manage and prioritize projects' budget and executions.
- Business Unit acquisition and expansion program delivery in IT/Shared Services.
- Central America Sales Office Facility & Real Estate Management.

Distributor & Customer Team Systems Manager

[March 2005 – September 2010] P&G, Central America, Ecuador and Bolivia

- Customer Team System Manager for Gillette Acquisition Integration.
- Develop and establish strategy on Electronic Distributor Management.
- Wal*Mart Point of Sale data Warehouse, reporting and analytics.
- Business Intelligence on Distributors' Data: Sales, Inventories and Store Universe.
- SAP and EDI for Order, Shipping and Billing with Key accounts and Country Distributors.

Human Resources Analyst

[December 2003 – February 2005] P&G, Central America

- Training & Development for Central America.
- Scorecards and Quarterly General Manager's Business Review.
- Organizational Culture behind the company's Principles and Values.

Certified Corporate Trainer

Great Managers, DiSC Management
7 Habits of Highly Effective People
Digital Coaching for Executives
Data Analysis – Control Charts

Languages

Spanish
English

Technology Skills

ITIL 4 Edition
SAP 7.0
Business Objects/ Universe Builder
Microsoft SQL/ Access
Microsoft Project
Microsoft Visio

Professional Development

Great Managers – DiSC Certification
Cincinnati (2017), Facilitator P&G
Mexico (2014)

Effective Workload Management with
MS Outlook – Facilitator
P&G Panama (2011)

Business Transformation (Six Sigma)
P&G Mexico (2009)

Specialization in Project Management
P&G GBS Costa Rica (2008)

7 Habits of Highly Effective People –
Facilitator
Franklin Covey, Chile (2008)

Data Analysis – Facilitator
P&G Guatemala (2007)

SAP Order Management
P&G Guatemala (2007)

5 Es of Leadership
P&G GBS Costa Rica (2007)

Time Management – Facilitator
P&G Guatemala (2006)