

Juan Carlos Hernández

Senior Consultant at IOR Network for Talents

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Summary

A dedicated professional with an extensive experience of more than forty-four years mainly in Information Technology, worked with multicultural team within multinational companies.

Specialized in Senior Executive roles with very good knowledge in economics, finance and business administration.

Delivery senior manager and business operations executive. Hands-on thought director with a multidisciplinary background and strong track record providing customer satisfaction.

Able to deploy global and multifaceted solutions, simplifying business processes and business structure with increasing productivity, cost efficiency, performance and quality.

Extensive business operations, HR, and financial management experience supporting strategic growth, continuous improvement, best practices and cost reduction initiatives in commercial and diverse environments.

He had developed strategic processes to enhance customer experience.

He has managed teams and lead international technological projects under challenging goals with the ability to communicate effectively across all functions and within different business cultures which provides a great strategic perspective.

A positive communicator with good presentation skills prepared in both customer sales and team coaching situations can be relied on as a supportive and productive team-player.

Holding a bachelor's degree from a recognized university. Excellent communication skills in English, Spanish and Portuguese language.

Looking forward to contributing my skills and experience to the management team in company's future growth.

Experience

IOR CONSULTING- NETWORK FOR TALENTS

Senior Interim Manager aug 2019

Interim managers are experienced business leaders who are able to manage an organization through a period of change or transformation, provide stability to a business following the sudden departure of a senior leader, or provide a highly specialized skill set which a business may not have internally.

BEONE SOLUTIONS AG

Business Development Manager jun 2016– jan 2018

Open the Spanish market doing the right contacts with candidates for a merge/acquisition of SAP Business Partner already in Spain to open a subsidiary of the company.

SIRIOS INFORMATICA LTDA.

Chief Operating Officer dec 2011 – dec 2015

- Responsible for establishing the business and open the official partnership with SAP of Brazil, becoming the first SAP Services Partner for SAP Business One.
- Under my responsibility were, Solution Sales, Consulting Services, Support Services and Post-Sales activities. Meeting all targets on the different areas of responsibility. Year-to-year growth of 70% until 2015
- Customer Satisfaction was a very important objective, with an impressive record of on schedule and meeting profit targets in implementation of new projects and maintaining the post go-live customers satisfied through quality and on time support.

IPS - INTERNATIONAL PRINTERS SERVICES

General Manager feb 2004 – feb 2010

- Responsible for establishing the business and obtaining leader OEM distribution agreements.
- Successfully positioning the company to compete head to head with international corporations such as IBM, Xerox and OCE. Achievement of 25% market share with annual sales of US \$ 5 million during 2008

IBM CORPORATION

- **Services Director for the Printing Systems Division, LATAM** 1977 - 2004
- **Printing Systems Division Executive, Mexico** mar 2000 - jul 2004
- **Printing Systems Division Services Director**
Andean countries feb 1997 - mar 1999
- **Services Marketing Manager for Customer Services Division**

Venezuela mar 1994 - feb 1997

- **Operations Branch Manager for Customer Services Division,**
Venezuela jul 1990 - mar 1997
- **Software Services Manager for Customer Services Division,**
Venezuela sep 1987 - mar 1990

IBM CORPORATION, POUGHKEEPSIE, NY, USA

- **Software Support Specialist for International Systems Center**
nov 1984 - sep 1987
- **Program Support Representative for Customer Services Division, Venezuela**
nov 1987 - sep 1984

Education

Bachelor's degree in Computer Science - Universidad Central de Venezuela 1975

Extra – Mural Studies, Management Diploma University of Cambridge 1989

Languages

Spanish: native

English: bilingual

Portuguese: profesional