

# Vanessa De La Fuente Carstens

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Bachelor's Degree in Business Administration and Architect, graduated from both. Bilingual english-spanish. Diploma in Business Management. Master candidate Supply Chain Management at ENEB Escuela de Negocios Europea de Barcelona. Internal Auditor ISO 9001 (Quality), ISO 14001 (Environment) and ISO 45001 (Occupational Health and Safety). Over 20 year experience in Supply Chain complex operations, procurement, tender process, mining contracts administration, project logistics, warehousing, imports and exports, mining, afterparts, transport and aeronautical industries. Experienced in start-up stages, project implementation and control management. Strategic thinking and planning, solution oriented approach, client centered. Strong leadership, coach, highly effective communication and interpersonal skills supported by 10+ years of experience in customer facing positions.

## Working Experience

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FERROVIAL SERVICIOS CHILE Berliam, Steel Ingenieria e In. Ambiental *Mining Services onsite with 3500 employees*

### Supply Chain Corporate Head

May 2019 to date

- Reports to CFO. Leads 14 professionals team of procurement, providers, contracts, imports, logistics and warehousing. Key user of supply chain and WMS systems, leads all integration and automation projects in department.
- On 2019 outsources 3PL reducing 7 head-count per year. Standardize service levels and saving 141.000 EUR/yr. Implements electronic delivery note. Annual saving plan by tender and direct negotiation captures 442.000 EUR en 2021 y 591.000 EUR en 2022 in savings.
- Implements WMS, Power BI dashboards and Power Automate and Teams solutions for approvals process. Implements ZenDesk for internal customer and external providers needs. Implements Robotic Process Automation RPA quoting robot, robot that issues purchase orders, and sends them to provider by email. Saving 127h/month.

OUTOTEC CHILE S.A. *Ingeniería y Tecnología para Procesos Mineros*

### Warehouse & Order Execution Lead (Aftersales Support)

Dec 2016 to apr 2019

- Leads 5 people team, manages supply process with HQ Finland and local providers according to global supply policies. Managers inventory planning, local purchasing, imports and export management, local delivery planning. Monthly reporting stockout, backlog and invoicing forecast.
- Manages external warehouse 2000 sq mt and 5 people team 1700 SKU inventory value 5,5 Mill USD.
- Key user SAP WMS-MM-SD leads implementation project for local delivery note, elaborates business blueprint according to SAP Rroadmap methodology. Testing and implementation delivered in 6 months.
- Leads new tender process for 3PL services adjudication end 2018.

ZURICH AGF CHILENA CONSOLIDADA *Inversiones y Seguros de Vida*

### Sales Representative

March to nov 2016

- B2C Sales, Financial and life insurance assessment.

SCM MINERA LUMINA COPPER CHILE *Minera Cobre y Molibdeno III Región*

### Chief Logistics and Mining Contract Owner

Nov 2012 to dec 2015

- Leads tender process for logistic services. Elaborates technical evaluation method. Participates in tariff negotiations with contractors achieving 10% unit price savings by Jul-2015. New tender rates achieved 30% reduction in reference to old inbound transport contract.
- Creates standard operating procedures, control, traceability and KPI. Montly control of forecast/budget, financial provisions and contractor staff in site.
- Key User SAP SD-MM-WMS and interphases SEM SGO & QA implements and integrates to SAP truck weighing systems. Trains personnel in SAP transactions for delivery and receptions at ports.
- Manages contracts of transport, imports, GPS fleet control, freight forwarding, customs, escort pick-up trucks. Manages contract development, financial and operational control. Payment review and HES issuance. Kick off meetings for onsite control. Labor control, Safety Security and enviroment monthly meeting. Leads spill drill of dangerous substances on roads with local authorities. Strong knowledge of outsourcing law.
- As a team we achieved a successfull operation with CERO accidents in 3 years with 350 people as outsourced personnel.
- Responsible for complete import process equivalent to 1,6 MillUSD/yr & 120 cont/yr.

PACCAR PARTS CHILE *Primer CD de Repuestos Kenworth, Peterbilt y DAF para Latinoamérica*

### Chief Operations and Customer Service for Chile, Peru and Ecuador

July 2011 to Oct 2012

- Recruited direct from US and travels to be trained in Renton, WA-US. Assess headquarters to reply operating model un Chile to serve Chile, Peru and Ecuador from Chile distribution center. Creates SO&P, manuals, establishes KPI, trains and recruits local personnel of 4 Customer Service Representative managing all comex (imports and exports) for afterparts

customers as Epysa, SKC, Ferreyros in Peru and Autec in Ecuador. Leads successful implementation of local invoicing with AS 400 IBM.

## INTERNATIONAL AIR TRANSPORT ASSOCIATION (IATA)

Jan 2005 to jul 2011

### Business Development Regional

Jan 2010 to jul 2011

- Leads regional project of communications of the Member and Government Relations area. Organizes marketing and sales plan, coordinates a team of 3 members and external service provider for two websites.
- Reports directly to Regional Vice President. During 7 months of performance achieves 73% of budgeted sales until 2012. Project absorbs ALN cost of 2011 and closes 2011 with surplus.
- Recognized with IATA Silver Award for her outstanding labor on this projects.
- Receives Golden Award for outstanding support to logistics during IATA FIDAE Wings of Change Conference 2010.

### Customer Service Representative

Dec 2005 to dec 2009

- Supports 450 accredited travel/cargo agents. Manages remittance and settlement weekly process CLP/USD. Manages risk through Financial Statement evaluation. Manages Bank Guarantees. Shortpayment control.
- Financial reporting to Geneva Headquarters. Payment instructions via ICCS and Swift. Replaces Finance Manager during absences and vacations.
- Achieves 18% increment on training sales in 2008. Implements distance courses achieving 10% increase on sales over annual target in 2009.
- Leads CRM Salesforce implementation for external customer, increasing channel penetration of 79% during 2010 targeted as the preferred channel for remote customer service.
- Promoted to regional position for outstanding performance.

### Administrative Assistant

Jan to nov 2005

- Manages IATA Chile office and Country Manager's agenda. Facilities purchases and office supplies. Updates agents database. Supports BSPLink and CassLink courses. Trains with Finance manager to be her replacement during absences and vacation periods. On December 2006 is promoted to Customer Service Representative position.

Architect Real State Developer

ARKIMEN LTDA

Jun a nov 2005

Cabin Crew International Routes

LATAM AIRLINES

Jan 2003 to may 2005

Architect

UGARTE Y COX ARQUITECTOS

Jan 2002 to dec 2003

### Awards

FERROVIAL SERVICIOS CHILE	Annual Corporate Award – Value Integrity 2020 and Excellence 2021
IATA	Silver Award 2011 - Golden Award 2010 - Rising Star Latam 2005
UNIACC	Summa Cum Laude Bachelor Degree in Business Administration UNIACC 2010

### Education and courses

Certificate	Coach PNL	Be Great Chile	dec-2022
Course	Strategic Supply Chain	Univ. De Chile	oct-2020
Certificate	Scrum Master	Scrum Manager	dec-2019
Course	Internal auditor ISO 9001-14001-45001	TÜV Rheinland	mar-2019
Course	Internal auditor ISO 9001:2015	SGS	jan-2016
Postgraduate	Business Management	UNIACC	jan-2011
Undergraduate	Bachelor Degree in Business Administration	UNIACC	nov-2010
Course	Total Quality Management	Univ. Católica	may-2004
Undergraduate	Architect	Univ. Central	sep-2001
School	High School Diploma	The Kent School	dec-1994

### Skills

ERP:	SAP/R3 SD-MM-WMS AS-400 IMB, Topman Oracle, Flexline-Manager, Senegocia.
CRM and CAD:	Salesforce. ZenDesk. CAD deawing Autocad 2D and Archicad 3D
MS Office:	Word, Power Point, Advanced Excel, PowerBI, Teams, Power Automate.

### Languajes

**Inglés** Advanced English level obtained through Student Exchange Program USA 1990-1991 sophomore year North Montgomery High School at Crawfordsville, Indiana. **Español** nativo. **Portuguese:** básico.

### Personal Information

Nationality:	Chilean	Birthday:	May 4 <sup>th</sup> 1976
Marital status:	Married, 2 children, 13 and 15 yrs old		