

LUDMILA CABRITA DA GRAÇA NICOLAS

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Dual citizenship: Spain & Argentina

ABOUT ME

I possess 16 years of working experience in client oriented, IT and data management positions, in areas such as Digital Projects, Procurement and Finance. For the most part, my working experience is concentrated in multinational companies, such as Accenture, Coca-Cola, AES, SAP and Chevron.

I am used to fast paced, multicultural, results oriented environments that hold in high regard values such as diversity, inclusion and integrity. I am an avid language learner: native/bilingual level in both Spanish and English and fluent in Portuguese.

To sum it up and based on feedback received, I see myself as a problem solver who enjoys bringing solutions to new or existing issues to the table. Years of experience in leadership positions have provided me with skills and tools that allow me to perform accordingly in roles that require effective communication, strong analysis, decision making, KPIs compliance, team building, individuals and team development, networking, stakeholders relationship building with and internal/external clients, capturing clients needs and facilitating negotiation.

I enjoy working under agile project management frameworks such as SCRUM, and likewise thrive when working in one person team/SME positions.

EXPERIENCE

2021-2022 Chevron

SAP FI Consultant · Full-time

Application engineer for the Global Digital team in charge of the SAP legacy upgrade process to S/4HANA, my role being BP and MDG data migration for the North American SBU (suppliers, customers, materials, employees), for the global upgrade of the company's ERP.

Application of SPD guidelines for the management of sensitive data. UX in SAP third party applications. Use of SAP Fiori module programs for data migration testing. ABAP and reporting tcodes used daily.

Agile methodology - SCRUM, use of Azure DevOps, for project tracking, data analytics, features and user stories.

2018-2021 AES Servicios America

Global Master Data Coordinator · Full-time

Leader of AES Global Master Data Team within the Supply Chain area, managing the business units of the United States, Argentina, Chile, Colombia, Mexico, Panama, Puerto Rico, El Salvador and the Dominican Republic. My team covers the maintenance of Vendor Master Data, Customer Master Data and Material Master Data.

Compliance with established KPIs for the maintenance of the specific SLAs for the different SBUs.

Timely contribution of monitoring tasks, corrective actions and document retention policies.

Member of the global project of implementation of supplier portal interface, for the improvement of the registration process and maintaining supplier data in ERP system. Data Quality analysis, SPD management, compliance with SOX controls according to global controls. Identification of risk areas, presentation and implementation of process improvement areas. SAP ERP (production and testing environments), SAP MDG, Winshuttle, Excel for Analysis, Cherwell ticketing system.

2017-2018 SAP Argentina

Accounts Payable Analyst · Full-time

Thorough understanding of Accounts Payable and Procurement processes.

Invoices Follow Up, Reclassifications, Journal entries, Accruals. General Ledger account analysis. Vendor Master Data updating and maintenance.

Expenses charge to accounts and cost centers by analyzing invoice/expense reports; recording entries.

Reconciliation of processed work by verifying entries and comparing system reports to balances.

Vendors payments; verifying federal id numbers; resolving purchase order, invoice, or payment discrepancies and documentation; ensuring credit is received for outstanding memos; issuing stop-payments or purchase order amendments.

In charge of employee payments by receiving and verifying expense reports.

Maintenance of accounting ledgers by verifying and posting account transactions.

Updating job knowledge by participating in educational opportunities.

Conducting root cause analysis of data quality issues and developing better processes.

2015 The Coca-Cola Company

Accounts Payable Analyst - CS Representative– North America Division · Full-time

Supporting internal clients and vendors on Accounts Payable from Coca-Cola North America division, solving AP issues for the United States and Canada, ensuring compliance and providing guidance on requirements and appropriate financial controls.

Training and daily use of SAP ERP modules – FI and MM, and Sharepoint.

Lead on Special Projects for continuous processes improvement. Conducting root cause analysis of data quality issues and developing new processes to prevent future quality issues; including taking necessary corrective action. Sharing of Best Practices.

Development and nurture of a key contact net for P2P area (AP Processing, AP Controls, Global Master Data, Finance, Procurement).

Certifications completed: Operational Excellence & Customer Service Excellence

2013– 2015 Knightsbridge Partners

Executive Assistant to CEO · Full-time

Managing international clients through deal flow meetings and presentations, preparation of client documents, using English and Portuguese.

Personal Assistant: Booking of flights, hotels, transportation, scheduling of CEO's meetings and appointments on a daily basis, fully in charge of his personal and family weekly and monthly expenses.

HR: Payment of salaries, healthcare plans, ART, taking care of employees needs and concerns.

Bookkeeper: Fully in charge of company's Accounts Payable and Accounts Receivable, building of employee's travel and expense reports.

Office Manager: Creation of documents for process development standardization and optimization, general office maintenance, upkeep of company's email exchange domain accounts.

Contacts database maintenance by country through Salesforce platform.

2012 – 2013 Accenture

Bilingual Tech Support · Full-time

Technical assistance for company employees on a wide variety of issues related to Windows, Symantec VIP, Hard Token and SAP, communicating in English, Spanish and Portuguese languages.

2012 Hewlett-Packard

Functional Analyst · Full-time

Providing technical and legal assistance to clients, Member of Problem Resolution Division.

Change Management: Supervision of connectivities between CIGNA healthcare providers and the healthcare insurance in order to maintain transactions according to USA government policies.

2009 – 2012 Indura Systems Inc

Bilingual Customer Support · Full-time

Customer service and technical support for US clients on iGEA software and their operating system.

Training of clients on the use of the software. Translator: Internal and external use documents.

Software installation and update, detection and report of bugs.

2008 – 2009 Arvato Services

Customer Technical Support · Full-time

Assisting USA users on technical issues related to the Microsoft Xbox 360 console.

Providing users with information related to the accounts.

2008 Actionline

Customer Service Specialist · Part-time

Creation of flight tickets reservations for English speaking passengers for Alitalia, Europe business unit.

2006 – 2008 Teletech

Customer Service Representative T2 · Part-time

Business Sales Division Team Lead: Managing USA Office Depot contractual clients' orders.

Answering a high volume of calls on a daily basis with quality customer service.

Addressing and/or implementing contract terms and pricing with customers.

EDUCATION

2020-(on hold) Universidad de Palermo – *Business and IT Administration*

2015-2019 Universidad Argentina de la Empresa - *Business Administration*

2012-2014 Universidad de Buenos Aires - *Psychology*

Quilmes High School - Bilingual Baccalaureate *Spanish-English*

LANGUAGES & IT

Spanish: Native

English: Bilingual/Native - IB and CAE awarded.

Portuguese: Fluent Intermediate

French: Lower Intermediate - *Alliance Française*

Microsoft Office: Excel, Word, PowerPoint | **ERPs/Management Softwares:** SAP FI MM, MDG Fiori ABAP, Oracle, Azure DevOps, Sharepoint, ITSM, Salesforce, Workday, Cherwell, ServiceNow |

Programming: HTML5, CSS, JavaScript | **DBs:** SQL

VOLUNTEER EXPERIENCE

2012 Runa Sonckoy – Corazón del Pueblo - Buenos Aires, Argentina

Organization and Classroom Assistant

Working with teachers, supporting students on their class activities. Working with groups from the local community on the organization of town festivities.

REFERENCES

Teresa Alem - Product Owner at Chevron: +54 156258-0607

Alejandro Izzo - Director of Buenos Aires Procurement SSC: +54 9336434-2863

Bárbara Del Río - Team Lead at Coca-Cola: barbara.d.rio@gmail.com / +54 9155376-0777

Daniel Melhem - CEO at Knightsbridge Partners: +54 155516-1770

Facundo Salinas - Team Lead at Accenture: facundo.e.salinas@accenture.com / +54 155051-8522