



# CLAUDIA VALDERRAMA CAUTÍN

Industrial Civil Engineer specialized in IT

Lille, France

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## PROFESSIONAL SUMMARY

I am a professional with over 3 years of experience in the information technology field. Specialized in process optimization, project management, and continuous improvement. I possess the ability to manage multiple priorities while maintaining a positive attitude in challenging situations. I am highly willing to take on additional responsibilities to reduce delivery times and enhance team efficiency.

## PROFESSIONAL EXPERIENCE

### PROCESS LEADER | March 2022 - July 2023

#### Pegasus Group Company S.A, Chile

- Led the processes department for a software development project, ensuring the proper application of functional requirements during the design and construction stages of the information system. This project involved building institutional software aimed at enhancing the case management for the Chilean Public Prosecutor's Office.
- Engaged in internal team interactions to address and resolve issues arising from prototype functionalities. Additionally, facilitated external interactions with the client to validate workflow designs, maintaining a constant understanding of their business model.
- Worked collaboratively with the UX/UI team to validate prototype designs, with the architecture team to validate prototype automation, and with the QA team to ensure reviews align with functional requirements.
- Conducted ongoing analysis of changes and estimations to meet contractual obligations.

### PRODUCT MANAGER | May 2021 - March 2022

#### Pegasus Group Company S.A, Chile

- Managed the integration and maintenance of strategic alliances with prominent technology companies. Responsibilities included executing marketing campaigns, generating demand, overseeing digital media exposure, and ensuring the technical/commercial team maintained up-to-date certifications for each brand. This allowed the company to stay current with memberships, elevate strategic levels to access better project bidding benefits in collaboration with partner brands.
- Continued to oversee the Integrated Management System and all associated operations suggested by it.

### ASSISTANT TO THE GENERAL MANAGER | July 2020 - May 2021

#### Pegasus Group Company S.A, Chile

- In this role, my focus was on reorganizing and improving established processes within the organization. This involved obtaining the necessary certifications for bidding on projects, and as such, I managed and maintained the company's Integrated Managed System, which included ISO 9001, 14001 and 27001.

- During my tenure, we successfully implemented and certified the operations department in the Capability Maturity Model Integration (CMMI) at level 3, working closely with external consultants. Throughout this process, we transformed internal processes, resulting in improved operational efficiency and service quality.
- Guided the team through internal and external audits, ensuring compliance with the requirements of each standard. As a result, we consistently obtained approval and/or renewal of the standards, demonstrating our commitment to excellence in quality and process management.
- Orchestrated the strategic planning for the implementation of various standards.

## **EDUCATION**

### **Bachelor's Degree in Industrial Engineering | University of Tarapacá**

Arica, Chile

2018

### **High School Diploma | Deutsche Schule**

Arica, Chile

2010

## **SKILLS**

Bizagi

Jira

Confluence

SQL

Agile Methodology

## **CERTIFICATIONS**

Project Management with Agile Methodologies – Fundación Telefónica Movistar – SENCE

## **IDIOMAS**

English: C1

German: A0

Spanish: Native