



MARIA EUGENIA DE ANDRADE

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Nationalities: Portuguese and Venezuelan

Interests

- **Traveling:** passionate about new cultures. Visited 10% of the world.
- **Stand-Up Comedy,** as a fresh way to understand complex aspects of daily life.
- **Sports** as a major inside to teamwork and self-awareness.

Language Skills

Spanish



Native Speaker

English



- TOEFL: 95 / 120
- English Summer Camp in Toronto - Canada for 1.5 month (2011)

Portuguese



Computer Skills

Microsoft Excel



Python



Microsoft PowerPoint



Microsoft Project



Education

September 2020 - Now **Masters in Management**

NOVA School of Business and Economics - Lisbon, Portugal

- Current GPA: 17 / 20
- Academic Merit Scholarship
- Relevant Courses: Data Curation, Advanced Strategy, Negotiation, Sustainable International Business, International Marketing Strategy

October 2013 - December 2019 **B. Sc. Production Engineering**

Universidad Simón Bolívar - Caracas, Venezuela

- Final GPA: 4.33 / 5
- Honors: Cum Laude
- Ranked second best University in the country

January 2018 - July 2018 **International Exchange Program**

Universidad Politécnica de Cataluña - Barcelona, España

- Exchange student for one semester
- M. Sc. Supply Chain, Transport and Mobility Management

Work Experience

April 2020 - October 2020 **PANA Tech - Caracas, Venezuela**

UX Process Designer

- Designed processes to achieve the goals of both developing and UI areas, resulting in a big database of processes and its communication with users in order to be able to improve services' quality.
- Defined a new customer relationship strategy in order to increase the loyalty rate.
- Co-defined roles' objectives of every job position in each department, with the purpose of creating a new organizational structure and establish a clear communication strategy within departments.
- Co-designed a design system, resulting in standardized guidelines that reduced the operating time when implementing new functionalities in the mobile app.

July 2018 - January 2019 **Excelsior Gama Supermercados - Caracas, Venezuela**

Operations Intern

- Final degree project in one of the biggest retailers in the country.
- Designed a training plan for workers of the cashier area by assigning responsibilities, designing and mapping new processes, and analyzing requirements and risks.
- Trained a 29-person team of workers of the cashier area, resulting in a reduction of operating times by 4.23%, as well as a reduction in the number of incidents and its times of response.
- Designed new KIPs for the cashier area of more than 25 stores, which helped to implement technical improvements in 4 areas of the company.

July 2017 - September 2017 **MegaSoft Computación - Caracas, Venezuela**

QA Intern

- Redesigned and standardized the certification process for applications on e-commerce servers in order to establish an effective control system that allows achieving the quality standards of the company and its stakeholders.

Extracurricular Activities

September 2020 - Now **NOVA Case Team - Department of External Affairs and Events**

- Created partnerships with national and international case teams to organize joint events that allow clubs' members to gain experience in business competitions and to network with fellow students.

January 2017 - July 2017 **Forest Rangers USB Volunteering**

- Led weekly maintenance, preservation, and reforestation of the University's parklands.
- Promoted environmental awareness to primary school children through educational games and group dynamics.

February 2013 - July 2013 **Ronald McDonald's House Volunteering**

- Managed and participated in weekly activities that promoted a pleasing stay for children under 18 years who were going through hard medical processes outside of their city of origin.

Courses

- Digital Marketing Diploma. Instituto Internet - 2019
 - Creation of a digital marketing plan with strategies, tactics, and KPIs for different digital channels.
 - 120-hour program
- Principles of Project Management. CIMAS Proyectos - 2017
- Virtual Business. Young Entrepreneurs Association, Universidad Simón Bolívar - 2017
- Speech, Voice, and Diction. El Universitario - 2017
- Excel Basic, Intermediate and Advanced Levels. Production Engineering Student Council, Universidad Simón Bolívar - 2015
- Effective Project Control with Microsoft Project 2013, Basic Level. Mega Soft Computación - 2015