



# Hugo Jahaziel Nieto Bianchi

✉ euroks@gmail.com

☎ +52.56.1041.1366

📍 CDMX.

🌐 [mx.linkedin.com/in/hugo-nieto-077a3549](https://mx.linkedin.com/in/hugo-nieto-077a3549)



## Professional summary.

---

Results-driven professional with 9+ years of experience driving enterprise efficiency through data governance, business intelligence, and process transformation. Proven track record leading cross-departmental initiatives that align technology, operations, and strategy to deliver measurable business outcomes.

## Capabilities.

---

- ✓ Strong analytical and strategic thinking applied to effective problem solving.
- ✓ Skilled in designing and deploying efficient, results-oriented processes.
- ✓ Focused on innovation, control, and continuous improvement.
- ✓ Clear and assertive communication, adaptable to all organizational levels.
- ✓ Experienced working under structured frameworks and governance models (ITIL, Agile, Scrum).

## Academic formation.

---

Mechanical engineering IPN ESIME Culhuacan.  
MBA. UNITEC Marina Nacional.

## Languages.

---

- English: Fluent
- Portuguese: Basic conversational

## Technical Skills.

---

- **Languages / Automation:** Python, SQL, Bash, JavaScript (Airtable), Visual Basic
- **Business Intelligence / Reporting:** Power BI, Tableau, Google Looker, Oracle OBIEE, DuckDB, PostgreSQL
- **CRM / ERP / Databases:** Oracle EBS, Oracle CRM, Salesforce, HubSpot, Microsoft Access
- **Tools / Others:** Airtable, Ubuntu Server, API & Webhooks, Microsoft 365, Visio, UML, Enterprise Architect
- **Technical Design:** SolidWorks, AutoCAD, CorelDraw, Photoshop
- **Frameworks / Methodologies:** ITIL, Agile, Scrum, Waterfall, BPM

## Professional experience.

---

### Data and Process Manager.

Virtual Latinos | January 2024 – Today.

#### Scope & Leadership.

Provided business process consulting for a mid-sized company, focusing on HR process optimization and digital transformation initiatives under Agile and ITIL frameworks. Led the design and implementation of end-to-end process improvements and low-code technology solutions to enhance operational control and efficiency.

#### Key Achievements

- Architected and automated enterprise-wide performance scorecards and dashboards, enabling leadership to monitor value chain efficiency, reducing manual reporting by 80%, and improving operational performance by 20%.
- Developed and integrated end-to-end data pipelines connecting Airtable, Jotform, and HubSpot with a PostgreSQL data warehouse via APIs, webhooks, and Python automation scripts.
- Delivered real-time dashboards through Google Sheets, standardizing corporate KPIs and improving executive decision-making speed and accuracy.
- Partnered with department heads to identify new efficiency metrics, aligning data insights with strategic and operational goals.

### Business Analyst.

Consultant | June 2023 – January 2024.

#### Scope & Leadership.

Lead the company's data management and process architecture strategy, overseeing governance standards, automation initiatives, and KPI alignment across all departments and leadership levels. Direct a multidisciplinary team to ensure data-driven decision-making and operational excellence.

#### Key Achievements

- Mapped, designed, and implemented personnel management processes, improving control over employee onboarding, offboarding, and leave (time-off) tracking — including statutory, company-granted, and exceptional absences (e.g., illness, incidents, bereavement).
- Developed an interim control solution using spreadsheets to deliver immediate process improvements and ensure Agile progress while a dedicated software platform was under development.
- Designed and deployed a low-code HR management application using Airtable and Softr, integrating automation and real-time reporting to reduce administrative errors and improve data visibility.
- Collaborated with stakeholders across departments to align process design with compliance standards and organizational policies.

## Professional experience.

---

### Process and Technology Administration Manager.

U-Storage | September 2021 – June 2023.

#### Scope & Leadership.

Led cross-functional teams to optimize operations, technology platforms, and administrative processes across multiple locations. Defined and implemented process improvements under SCRUM and ITIL frameworks, integrating KPIs and data-driven decision-making for operational excellence.

#### Key Achievements

- Mapped and centralized technology inventory across ~20 branches, creating full visibility of installed bases (network, multifunction devices, computing equipment) to improve operational control.
  - Executed technology roll-outs and optimization initiatives, including:
  - Internet redundancy and provider renegotiation, reducing costs by 20% while improving uptime by >95% across all branches.
  - Multifunction device optimization, including predictive ink usage and automated replenishment, reducing operational disruption and supply costs.
  - Procurement optimization for IT hardware and multifunction devices, leveraging vendor competition to secure best pricing and service.
- Developed KPIs and dashboards to monitor operational, technological, and financial performance in real time, enabling faster and more informed decision-making.
- Managed partnerships and vendor performance, including contractual oversight, capability assessment, and payment control.
- Oversaw operational budgets and expense control, aligning OPEX with corporate financial policies and forecasting.

### Process and quality Manager.

Diebold Nixdorf | October 2016 - September 2021.

#### Scope & Leadership.

Led cross-functional teams to optimize operations, technology platforms, and administrative processes across multiple locations. Defined and implemented process improvements under SCRUM and ITIL frameworks, integrating KPIs and data-driven decision-making for operational excellence.

#### Key Achievements

- M Contractual service optimization: Studied client contracts in depth to differentiate contractual vs non-contractual services; developed strategies that improved non-contractual service revenue by 20%.
- Installed base control: Maintained centralized, up-to-date inventory of client devices, enabling accurate prioritization and faster response times.
- Service level improvement: Designed KPIs and operational rules that reduced downtime within contractual hours to near zero and improved service levels by 5–10% depending on client.
- Workforce and resource management: Forecasted workload, installation rates, and failure rates across regions to optimize field engineering scheduling and staffing.
- Spare parts logistics: Developed models for spare parts fill rate, improving warehouse efficiency and minimizing operational delays.
- Data & BI integration: Built dashboards, analysis models, and reporting systems to monitor service KPIs, logistic KPIs, and helpdesk performance across LATAM.
- System administration: Managed ERP, CRM, and DWH platforms, including user administration, training, and platform oversight to ensure data integrity and operational efficiency.