Hugo Jahaziel Nieto Bianchi

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Professional summary.

Results-driven professional with 9+ years of experience driving enterprise efficiency through business intelligence, process transformation and data governance. 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.

Languajes.

- English: Advance
- Portuguese: Basic conversational

Technical Skills.

- **Languages / Automation:** Python, SQL, Bash, JavaScript, Visual Basic
- **Business Intelligence / Reporting:** Power BI, Tableau, Google Looker, Oracle OBIEE, DuckDB, PostgreSQL, MariaDB, MySQL
- **CRM / ERP / Databases:** Oracle EBS, Oracle eBiz, Oracle CRM, Salesforce, HubSpot, Microsoft Access
- **Tools / Others:** Airtable, Softr, Make, 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.

Responsible for enabling data and process management capabilities across internal operations and functional teams, integrating multiple data sources and automating key workflows. Focused on operational efficiency, standardization, and decision support within a fast-growing environment.

Functions:

Data Management and Governance.

- Enterprise KPI and scorecard model design
- Analytical data structure definition
- Data validation, cleansing, and integrity control

Process Architecture.

- Analysis and redesign of operational processes
- SOP standardization and process logic definition
- Deployment of workflow automation solutions

Systems & Automation Environment.

- Development of internal AI assistants
- Technical evaluation of tools and platforms
- Monitoring of integrations and data pipelines

Key Achievements.

- Automated scorecard reporting, reducing manual workload and improving metric consistency.
- Integrated multi-source operational datasets, increasing traceability and decision reliability.
- Built internal AI assistants connected to corporate data and documentation for faster query resolution.

Business Analyst.

Consultant | June 2023 – January 2024.

Designed and automated business process frameworks for client organizations, translating operational needs into structured workflows and deployable system solutions.

Functions:

Process Engineering.

- End-to-end process design and modeling
- Operational workflow structuring and control logic
- KPI definition aligned with process performance

Automation Solutions.

- Development of low-code applications
- Implementation of automated workflows and triggers
- Integration of systems via APIs and webhooks

Systems Implementation.

- Evaluation and selection of technological platforms
- Design of functional process-support tools
- Deployment of operational control environments

Key Achievements.

- Standardized HR operational processes, improving consistency and control.
- Delivered an automated HR platform reducing administrative errors and increasing visibility.
- Integrated operational data dashboards aligning priorities across teams and leadership.

Professional experience.

Process and Technology Administration Manager.

U-Storage | September 2021 – June 2023.

Led technology and process architecture across a multi-branch environment, defining infrastructure and system integration strategies to support scalable operations and post-acquisition alignment.

Functions:

Analysis & Contract Management.

- Evaluation of vendors, platforms, and technical capabilities
- Contract performance and compliance monitoring
- Alignment of technology services with operational requirements

Data Governance & Information Control.

- Master data structure definition and control
- Operational data consolidation and validation
- Information architecture for reporting and monitoring
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Process Engineering.

- End-to-end process design and implementation
- Operational workflow standardization
- KPI architecture aligned with performance targets

System Architecture & Platforms.

- Administration of enterprise platforms and infrastructure
- Technology architecture definition (software + hardware)
- System performance monitoring and optimization

Infrastructure & Operations Management.

- Server environments supporting automation tasks
- Distributed environment standardization across branches
- Technical coordination of deployments and migrations

Key Achievements.

- Reduced operating costs ~20% through infrastructure optimization and vendor renegotiation.
- Centralized technology inventory across ~20 branches, improving control and governance.
- Implemented real-time dashboards enabling executive-level operational visibility.

Process and quality Manager.

Diebold Nixdorf | October 2016 - September 2021.

Led process, data, and system control architecture across mission-critical service operations, integrating ERP, CRM, logistics, and operational platforms to ensure reliability, performance, and compliance across LATAM environments.

Functions:

Service & Performance Architecture.

- Regional KPI frameworks for service, logistics, and helpdesk operations
- SLA monitoring models aligned with contractual commitments
- Operational performance analysis and forecasting

Data Governance & Systems Control.

- Administration of ERP, CRM, and Data Warehouse environments
- Master data structure and data governance
- Cross-platform data consistency and validation

Process Engineering (ITIL-Based).

- End-to-end process lifecycle design and implementation
- Operational control logic and workflow definition
- Continuous improvement and standardization frameworks

Key Achievements.

- Improved service levels 5–10% through KPI-driven control and automation logic.
- Enabled automated data loading and system interaction across enterprise platforms.
- Reduced operational delays through structured logistics and inventory data models.