FRANCISCO SOSA GARCIA
REENGINEERING, BI, DWH, RPA
CREATIVE THINKING TO SOLVE PROBLEMS

contact@francisco-sosa.com
011 52 1 55 1591 83 39
https://www.francisco-sosa.com/

WORK EXPERIENCE

Sr. Manager of Technology, Automation, Process Improvement
TELEPERFORMANCE

9/2020 – 03/2021

Worldwide company, with presence in more of 170 countries. For over 40 years, Teleperformance, the global leader in customer experience management, has been connecting customers with the world's most successful companies, supporting back office and call center services.

Technology, Analytics and Process Transformation Sr. Manager / Innovation
Responsible of design, and deploy innovative technologies related with process improvement and digital transformation of the company.

Robot Process Automation, Consultant
PROBOT

07/2019 – 9/2020

Is a Mexican technological enterprise oriented to enable the enterprises in the technological shift and improvement of their operational processes into a robotized schema, in order to gain efficiency and profitability.

Robot Architecture / Infrastructure
Responsible of design and deploy the architectural and infrastructure related with the RPA company strategy, on AWS Cloud. To deliver automatizations to our corporate customers.

Robot Process Automation Architect, Consultant
Bimbo Group

03/2019 - 07/2019

Is a Mexican multinational bakery product manufacturing company headquartered in Mexico City, Mexico. It is the world's largest baking company and operates the largest bakeries in the United States, Mexico, Canada, Chile, Peru and Spain, and has some of the widest distribution networks in Mexico and the United States. It was also the ninth largest company of Mexico by revenues in 2013.

Robot Architecture
Responsible for the digital transformation architecture for the CoE corporate for disruptive technologies such as RPA, ChatBots, OCR, Digital Signature, Cloud and AI topics to support the operation and business Automation.

Sources Market Risk, Subdirector
Santander Bank

09/2016 – 12/2018

Santander Bank, N. A., is a wholly owned subsidiary of Spanish Santander Group. It is based in Boston and its principal market is the northeastern United States. It has $54.7 billion in deposits, operates about 650 retail banking deposits and over 2,000 ATMs, and employs approximately 9,800 people. It offers an array of finantial services and products including retail banking, mortgages, corporate banking, cash management, credit card, capital markets, trust and wealth management, and insurance

Management Golden Sources for Market Risk Operations
Group of applications that generate the P&L and Risk Metrics (Greeks) for GBM. The Greek measures the sensitivity of the value of a portfolio to a small change in a given underlying Market parameters. The Golden Sources Repositories compliance with the Risk Data

SKILLS

Reengineering · DWH · RPA · Math and Six Sigma · BI · Linux · Project Management · Modelling and Process Simulation · Arduino · 3D & 2D Animation · Golden Sources · Programming · Renewable Energy · Data Base

LANGUAGES

English ●●●●○
French ●●●○○
German ●●○○○
Italian ●●○○○
Spanish ●●●●●

TRAINING

Math and Six Sigma
Six Sigma Black Belt Training / HSBC 2006.
SixSigma Applied Methodology / HSBC 2006.
Linear Algebra / Palacio de Minería 2005.
Numeric Methods / Palacio de Minería 2005.
Maple y Matlab / Palacio de Minería 2005.

BI & DWH
Kalido – Dynamic Information Data Warehousing 2013.
B2458 IBM Cognos 8 BI Report Studio: Author.
Professional Reports Fundamentals (V8.4) 2010.
B2459 IBM Cognos 8 BI Report Studio: Author.

FRANCISCO SOSA GARCIA
REENGINEERING, BI, DWH, RPA
CREATIVE THINKING TO SOLVE PROBLEMS

contact@francisco-sosa.com
011 52 155 1591 83 39
https://www.francisco-sosa.com/

Corporate Data Warehouse (DWH), Consultant
Santander Bank

08/2015 – 09/2016

Data Analysis for DWH for Credit Risk Market
Performed a complex analysis of information from the corporate México City operatives' applications for the DWH and ODS for Credit Risk Information. This corporate compliance with the Risk Data Aggregation & Risk Report Framework (Chief Data Office)

Information Management Architect (BI), Subdirector
ScotiaBank

09/2013 – 09/2014

The Bank of Nova Scotia (La Banque de Nouvelle-Écosse), operating as Scotiabank, is a Canadian multinational bank. It is the third largest bank in Canada by deposits and market capitalization. It serves more than 24 million customers in over 50 countries around the world and offers a range of products and services including personal and commercial banking, wealth management, corporate and investment banking. With a team of more than 88,000 employees and assets of $915 billion (as at October 31, 2017)

Development of Corporate DWH
In charge of the Corporate DWH construction, instrumentation of the Business Intelligence (BI) technology, coordination of the ETL works, Data Modeling and infrastructure operation, as well as Data Governance

Reengineering, Metrics, Models and Simulation, Subdirector
ScotiaBank

06/2013 – 09/2013

Key process of Cash Management, ATM's, and Credit Cards, optimized
Process analysis and optimization, Math modeling and process simulation. Instrumentation of the operational metrics area.

Development, Subdirector
Energía Libre S. de R.L.

01/2012 – 06/2013

Solar Tracking Hardware and Software Development
Development of technologies to generate renewable energy (thermal, eolic and photovoltaic energy) for household consumption. Process engineering and systems for company production and operation. Electronic systems and circuits designing and electromechanics devices.

Corporate Datawarehouse, Subdirector
HSBC

01/2009 – 03/2011

HSBC Financial Group is one of the larger financial and banking groups in Mexico, with over 1,078 business units, 6,134 ATMs, about 8.5 Million customers. Assets for MXN $496,054 Million.

DWH Reengineering
As a DWH (Data warehouse) Corporate Sub-Director I performed the reengineering of the area, by incorporating the instruments to the processes, business intelligence services, and data strategic analysis, also reforming some infrastructure phases and the Data Marts application architecture and BI for Mexico and Latin America. And Data Governance for HBMX

Professional Reports Advanced (V8.4) 2010.
B2461 IBM Cognos 8 BI Report Studio: Author Reports with Multidimensional Data (V8.4) 2010.
B2482 IBM Cognos 8 BI Transformer: Design OLAP Models (V8.4) 2010.
B2473 IBM Cognos 8 BI PowerPlay: Explore and Build Reports (v8.4) 2010.
B2474 IBM Cognos 8 BI PowerPlay Studio: Web Exploration (v8.4) 2010.

Data Bases
DB2 9- Database Management Workshop for Linux, UNIX, and Windows 2010.
DB2 9- for Linux, UNIX, and Windows Performance Tuning and Monitoring Workshop 2010.
DB2 9 for LUW Advanced Database Recovery 2010.
Querying SQL Server 2000 / KED – 2007.
Physical Database Design / SYBASE – 2001.
SQL Server / IPN Computing Research Centre – 2002.
Fast Track to Replication Server 12.0/ SYBASE – 2001.
Fast Track to ASE 11.92 / SYBASE – 2000.
Deploying and Supporting MS Systems Management Server 2.0 / Microsoft ExecuTrain – 2000.
DB and On-Line Services / CONACYT – 1994.
Introduction to the Development of Applications using Microsoft Access / Aster Education Center – 1995.

Programming
Visual Basic (basic) / IPN Centro de Investigaciones en Computación – 2002.
Visual Basic (advanced) / IPN Centro de Investigaciones en Computación – 2002.
Visual Basic for Data Base / IPN Departamento de Informática - 2003.
Java Basic / IPN Centro de Investigaciones en Computación– 2003.
Principles of the Java Programming Language / Hewlett Packard Corp – 1997.
'C' Language Basic / Servicios de Educación y Consultoría – 1994.

FRANCISCO SOSA GARCIA
REENGINEERING, BI, DWH, RPA
CREATIVE THINKING TO SOLVE PROBLEMS

contact@francisco-sosa.com
011 52 1 55 1591 83 39
https://www.francisco-sosa.com/

Business Transformation Unit PFS, Subdirector
HSBC
05/2006 – 01/2009

Six Sigma Process Reengineering
From the Sub-Management position, I implemented reengineering projects (Six Sigma), DWH and critical systems for strategic business areas, such as Personal Banking (PFS), TDC, ATMs, among others, based on analytic and process simulations models, as well as resources optimization techniques with a positive impact on Mexico and the region's output

EDUCATION
Master of Analytics and Business Intelligence
UNITEC
2020 -

Renewable Energy Engineering
UNADM
2014 – 2018

Applied Math and Computer Sciences
Universidad Nacional Autónoma de México
1987 – 1991

Programming in Microsoft Visual Basic 3.0 / Microsoft Corporation – 1994.
Introduction Programming in Microsoft Windows Using Microsoft Visual Basic 3.0 / Microsoft Corp. – 1994.
Sistemas Operativos e Infraestructura Linux / IPN Centro de Investigaciones en Computación – 2003.
Implementing a MS Windows 2000 Network Infrastructure / KED - 2002.
Supporting Microsoft Windows NT 4.0 Core Technologies / Aster México, S.A. de C.V. – 2001.
Administering MS Systems Management Server 2.0/ Microsoft ExecuTrain – 2000.
Unix Principles / Hewlett Packard Corp – 1996.

Management
Administración Productiva de Negociaciones / Banco Nacional de México, S.A. – 1994.
Métodos Efectivos para la Solución de Conflictos, Banco Nacional de México, S.A. – 1993.
Relaciones Interpersonales / Banco Nacional de México, S.A. – 1991.
Administración Efectiva del Trabajo / Banco Nacional de México, S.A. – 1991.
Técnicas de Negociación y Presentación / Banco Nacional de México, S.A. – 1991.