

Claudinei Monteiro

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QUALIFICATIONS SUMMARY

~ 20 years of experience in the Technical Area, improving business process and developing new ventures with documented success in multinational companies such as **Nespresso, Nestlé, N&W** and **3corações**.

SPECIALTIES

- ◆ Multi-Lingual (Portuguese, English, Spanish, Italian)
- ◆ Strong reputation due to very successful market achievements.
- ◆ Broad experience in Product Lifecycle Management from Design to Engineering and Manufacturing.
- ◆ Specialized in Start Up business with excellent market feedback.
- ◆ Expert in Business Process Optimization using latest best practices and technological resources.
- ◆ Continuous Financial Management in new infrastructure projects as well as follow up of current operations.
- ◆ Team Builder within entire organization, partners and suppliers mainly in Brazil, Switzerland and China.

PROFESSIONAL EXPERIENCE



3 CORAÇÕES ALIMENTOS S/A

[Sector : Food and Beverages ♦ Revenue: US\$ 500 million] [04/2013 – 04/2017] São Paulo, SP

3corações HEAD OF MACHINE DEVELOPMENT

- ◆ Definition and Management of an Innovation Network in Switzerland with partners for Design, Engineering and Manufacturing bringing significant improvements of quality and at the same time reducing cost of up to US\$ 5 million per machine range.
- ◆ Very close machine manufacturing follow up combining Swiss resources and intensive work in Chinese factories. As a result, very reliable capsules machines in the market reaching the highest possible grade of customer satisfaction in Brazil (RA1000).
- ◆ Key role during startup phase with all needs regarding Customer Care, Technical Assistance and Logistics Partnership including complete physical infrastructure, business processes, management system and right selected people.



Division of NESTLÉ BRASIL LTDA

[Sector : Food and Beverages ♦ Revenue: US\$ 100 billion] [08/2006 – 03/2013] São Paulo, SP

AFTER SALES SPECIALIST

- ◆ Member of the Management team of the startup of NESPRESSO in Brazil reaching the greatest growth rate in the history of the company with a very well branding position in the luxury market.
- ◆ Responsible Manager for the definition and development of the Strategic After Sales Provider from the financial aspects to the operational tactic efforts to a sustainable growth.
- ◆ Intensive operational experience acting as a knowledge multiplier within the team (Nespresso Club) and customer attention in the Horeca, Office and Boutiques channels.
- ◆ Project Leader of the National Repair Center – Infrastructure built with the highest international standards dedicated to domestic and professional technical demands.

“Claudinei is some of the special people you have the opportunity to know on your professional live. He has a passion to make improvements every day and learn as much as he can. He is always searching for new ideas and solutions to improve his job and performance. He’s the kind of professional who really knows who the customer is and what he is looking for. It’s been a pleasure changing new ideas and experiences with him.”
(March 17, 2013)

Antônio Amato was with another company when working with Claudinei at Nespresso



NESTLÉ BRASIL LTDA

[Sector : *Food and Beverages* ♦ Revenue: *US\$ 130 billion*] [03/2004 – 07/2005] São Paulo, SP

TECHNICAL MANAGER

- ♦ Member of the Management Team with the technical accountability, developing the necessary pillars to reach objectives in the long-term plan considering a great increase of NESCAFÉ machine penetration for the upcoming years (First year results: 10 times more equipment installed with 14 direct peers).
- ♦ Responsible for NESCAFÉ OOH Trade Assets with a strong focus to deliver a Service Platform assuring best practices with Preventive and Corrective Maintenance as well as Inventory Management of Spare Parts and Machines (National and International).
- ♦ Project Leader of the NESCAFÉ Technical Support Center in the conception and implementation with the following purposes: Machine warehouse, Spare Parts, Training and Maintenance.
- ♦ Implementation of Nestlé legacy Maintenance Management software through intensive cross functional initiatives with the responsible areas, improving business process significantly and thus aligning with Globe (SAP internally named global ERP project) and international auditing requirements.

“C.is a sound, reliable, hard-working young prof. He combines a very well developed sense of curiosity with vision. This gives him the capacity for anticipating gaps, managing projects and finding solutions to issues (within or beyond his competences). He is extroverted with a calm team-building mgt.style, sociable, committed and open to feedback. Working with C. has been an enriching experience.” (August 17, 2005)

Christian Mur managed Claudinei at Nestlé



N&W GLOBAL VENDING LTDA

[Sector : *Vending* ♦ Revenue: *US\$ 300 million*] [08/2001 – 10/2003] São Paulo, SP

TECHNICAL MANAGER

- ♦ Responsible for the Technical Division of the subsidiary in Brazil during the startup phase, providing localized equipment, training, service support and availability of Spare Parts.
- ♦ Commercial and Technical training for customer employees, owners or investors interested in Vending Machine Business. According to profile the approach would be from a Business Plan with breakeven analysis until products detailed suggestions to increase equipment performance. There are more than 100 people trained.
- ♦ Responsible for new products development for Brazilian market, including document management, software localization, launch plans, inventory and service management. During 2001 we launched 20 new equipment.

“Claudinei has been an excellent advisor and visionary in process review and improvement, always focused on N&W's customer's benefits. We could build a detailed business plan to implement an asset management system for N&W. I'd be looking to work with him again.” (August 26, 2005)

Fábio Bernardes was with another company when working with Claudinei at N&W Global Vending

STRENGTHS

Nestlé Leadership Framework Highlighted competencies:

- ♦ Service Orientation
- ♦ Proactive Cooperation
- ♦ Initiative
- ♦ Courage
- ♦ Curiosity
- ♦ Innovation and Renovation
- ♦ Insight
- ♦ Practise What You Preach

EDUCATION

Faculdade de Informática e Administração Paulista - FIAP São Paulo, SP, Brazil
SOFTWARE DEVELOPMENT TECHNOLOGY [2002 – 2006]

COMPLEMENTARY COURSES

Business School São Paulo - BSP São Paulo, SP, Brazil
EXECUTIVE ENGLISH PROGRAM [2001]

PERSONAL INFORMATION

Brazilian / 42 years old / married/ one child