

Jose Luis de Carvalho Azpiazu



QUALIFICATIONS

- Engineer in industrial technology, specialized in mechanics - Burgos University (Spain).
- Industrial maintenance Technology- UFES –Universidade Federal do Espiritu Santo (Brazil)
- Green Belt/Lean Six Sigma certification.
- Total Quality Management SENAI

SKILLS AND EXPERTISES:

- *Factory floor extent experience, working in production and maintenance.*
- *Development of different machine types for quality control process automation.*
- *Experience in quality control and analytical planning using process indicators and quality tools.*
- *International experience dealing with information and improving communication between different areas and departments within and between companies.*
- *CRM and client relationship management*

LANGUAGES:

Portuguese: fluent.
English: fluent.
Spanish: fluent.
French: intermediate.

PROFESSIONAL EXPERIENCE

ENTREPRENEUR (2014-TODAY)

- Distributor of German hardware, on Brazil, as *General Manager*

Main responsibilities:

Built the processes of the company, from the beginning, with technical and commercial responsibilities.

Develop on the company clients a solid background on the supplier's technologies, one of the most respected hardware manufacturers of Germany.

Implement the commercial network and develop the internal processes for the commercial endeavor of the company.

Coordinate the different aspects of the enterprise, with focus on the client satisfaction and goal on the company sustainability.

Solving complains, proposing highly technical solutions, making follow-up and after sales.

JAGUAR LANDROVER (2013)

- British Multinational of automotive segment, as *Regional Technical Manager for LatinAmerica&Caribbean Office*.

Main responsibilities:

Implement de auditing process on the aftersales segment, by elaborating the check-list and the action plans for the dealers on the workshop department.

Focus and control of the dealers on, quality, customer satisfaction and Brand standards.

CONTINENTAL DO BRASIL INDÚSTRIA AUTOMOTIVA LTDA. (2011-2012)

Hired to perform duties overseas for Continental at the client plants, a multinational manufacturer of cooling components for vehicles (Behr France), using Continental control panels.

Main Responsibilities:

-Permanently at Behr plant's to supervision of continental products at the main costumer of Continental, in France and Germany.

- Conflict management between supplier/customer, with high level of independence.

- Acted as interface between several departments of Continental and Behr related to supplier/costumer relations.

- Responsible for after sales quality control and assisting internal quality team of Continental:
 - Define priorities managing resources to establish optimized action protocols for contentions according to the historical of product flaws,
 - Follow the product developing to make effective contention and planning the quality on related product flaws,
 - Perform the work instructions for contentions and rework of problematic products,
 - Perform checks, sampling analysis, product validation,
- Send newsletters to both companies for follow-up of problems, and reports of problems and implemented solutions.
- Stock control.
- Follow logistics procedures in order to meet production needs,
- Work in English and Portuguese, fluently. Use French as second language when necessary.

ROTEC IBÉRICA S/A (2008 – 2011)

Located in the Bask Country, Spain – Member of the Voestalpine group, an automotive components producer.

Main responsibilities:

- Technical support to the manager. Support decision making.
- Responsible for the quality control of the parts produced on the machines.
- Design a machine to improve quality control process.
- Act on maintenance engineering. Good knowledge on factory`s products and processes.