

Carolina Mesa

12/21/2015

Contact Information



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MISSION

My mission is to enable transformation, leadership development and value creation in organizations while developing deep and trust-based relationships.

My passion is helping leaders practice conscious and compassion business in order to achieve desired results in a well-being environment that fosters respect, integrity and ability to respond in any possible context.

I live with optimism and ambition, integrating my personal and professional life.

PROFILE SUMMARY

In my 10 years of experience in Management Consulting, I have led supply chain, finance and HR projects for important companies in the Consumer Goods, Natural Resources and Telecommunications industries in several countries of South America.

In addition to my sales and delivery role, I was in charge of planning our local team skills development and ensuring knowledge sharing and collaboration.

Specialties: Process Design, Change Management, Project Management, Sourcing and Procurement, Fulfillment, Post-Merger Integration.

Nowadays I combine my passion for value creation and professional and personal development in my coaching practice.

Gallup StrengthsFinder Strengths: Relator, Activator, Responsibility, Significance, Futuristic. My top strengths combined, reflect my natural talent for visioning significant future, be a catalyst for transformation and growth, highly commit to the transformation journey and results, and develop genuine and authentic relationships.

EDUCATION

Bachelor in Business Administration

April 2002

School of Economic Sciences – Buenos Aires University

Ontological Coach

December 2014

Instituto de Capacitación Profesional (ICF aligned, 700 hours of training and 90 hours of professional practice)

Executive Coach

February 2015

Centro de Estudios y Especialización en Gestión Ontológica (CEEGO, 90 hours of training and 47 hours of professional practice)

Conscious Business Coach

November 2015

Conscious Business Center (565 hours of training and professional practice)

Strength Coach

February 2016 (Estimated)

Gallup (40 hours of training)

Languages

English: Advanced

Portuguese: Basic

Other Relevant Studies

World Business Executive Coaching Summit (May-June 2015)

Points of You Train the Trainer (April 2015)

Mindfulness Summit (October 2015)

edX Honor Code Certificate for U.Lab: Transforming Business, Society, and Self (March 2015)

Memberships

Member of ICF since December 2015

ACC credential in course

COACHING EXPERIENCE

Performance Achievement and Strengths Coach | Accenture

Strengths coach supporting the new performance achievement process based in timely feedback, strengths development, team engagement and future focused meaningful conversations for growth. Responsible for conducting 1:1 and team sessions to help people understand and apply their talents to their daily work and invest in their strengths.
December 2015 – Present

HR initiatives mentor and coach | Accenture

January 2015 – Present

Main initiatives:

- Team coach in an Action Learning Program for Top Performers.
- Executive and team coach for a team that was going through a transition in their operating model. Delivered executive and team coaching sessions.
- LATAM coordinator of a global coaching program which aims to enhance coaching awareness and skills.
- Delivered coaching skills and career counselor training.

Executive and Organizational Coach | Independent

September 2014 – Present

- *Retail Company (2014-2015)*. Team coach in a series of workshops designed for building coaching skills and transform the company's culture.
- *Technology Company (2014-present)*. Assessment through interviews to directors and managers. Gap analysis between current and desired situation. Lego Serious Play Workshop to determine the leadership team they wanted to become in order to address future challenges, recommendations and roadmap of initiatives. Executive coaching to one of the three Directors.
- *Individual executives (2014-present)*. Provided executive coaching to individuals based in the Ontological Management Model developed by CEGO (220 hours).
- *Executive Coaching International Certification (CICE – 2015)*. Participated as a mentor in CEGO Executive Coaching Training Program.

CONSULTING EXPERIENCE

Management Consulting Global Content Lead – Senior Manager | Accenture

January 2013 - Present

In charge of developing, writing and managing key Management Consulting assets including methods and core, functional and industry assets to support Management Consulting teams to better target and deliver value to clients around the globe. Responsible for ensuring the quality and accessibility of these assets, interfacing with key contributors to harvest new material, and working with subject matter experts to develop others.

Responsible for supporting the adoption of a value mindset and behaviors around the globe.

Management Consulting Operations Practice (Sales and Delivery) | Accenture

October 2002 – December 2012

Relevant projects:

- *Pay TV Service Provider (2012) – Billing & Collections Process Design*. Senior Manager. Responsible for planning and leading the following activities: process and capabilities assessment; gap analysis against best practices; “to be” process design including: process flows, roles and responsibilities, KPIs, controls; implementation roadmap.
- *Restaurant Chain in Latin America (2011) – New Reporting Model Design*. Senior Manager. Responsible for defining the new reporting model for the entire company (4 regions and 19 countries). Report standardization, rationalization and centralization analysis. New process definition for the Reporting Department. Governance model definition. Impact analysis and implementation roadmap.
- *Electronics, Appliances and Medical Systems Company (2010/11) – Process Improvements Design and Implementation*. Manager. Responsible for P2P work stream and supervising O2C and R2R work streams. New procurement operating model definition: strategic and transactional purchases, supplier performance management, contract management, roles and responsibilities, key performance indicators and service level agreement definition.
- *Electronics, Appliances & Medical Systems (2010/11) – Manufacturing feasibility assessment*. Manager. Market research for assessing feasibility of replacing a set of imported products for local production. Analysis of imports vs. local production mix, industrial promotion regime analysis, identification of components likely to be manufactured locally, analysis of potential suppliers.
- *Cable Operator (2010) – Post Merger Integration*. Manager. Responsible for the integration plan for the Corporate and Residential business segments including: future model definition, synergies identification, customer segmentation, product portfolio, go to market strategy, commercial processes definition.
- *Metals Company (2009) – Customer Focus Supply Chain Organization*. Manager. Customer Satisfaction Survey analysis, issue identification and root-cause breakdown. Best practices and recommendations for becoming more customer focused, on four main work streams: processes, behaviors, incentives and training. Development and consolidation of supply chain regional action plans. Quick wins implementation.
- *Beverage Company (2007/2008) – Strategic Sourcing*. Consultant. Team leader in charge of developing three Categories (Industrial Floors, Metallic Structures and Logistic Services) under the Strategic Sourcing Methodology generating savings for more than USD 2.0 Million. Spend analysis; current sourcing model analysis; new sourcing model design; RFI/RFP development; negotiation and agreement implementation.
- *Metals Company (2006/7) – Supply Chain Academy Training Program*. Consultant. Responsible for the Supply Chain Academy training program implementation for more than 700 supply chain professionals. Audience analysis, curricula definition for 16

identified roles, change management strategy and plan. Design and development of custom workshops content. More than 80 classroom workshop sessions delivered in more than 10 world locations.

- *Metals Company (2005) – New Warehouse Model Design.* Senior Analyst. In charge of the new warehouse model definition. Inbound logistic; warehouse network; warehouse equipment; outbound logistic; process, organization and systems impact. Business case.
- *Metals Company (2003) – Change Management.* Analyst. Global SAP implementation project impacting more than 3,500 people. Training materials design and development. Training logistics.
- *Public Services Company (2002) – Vision and Culture.* Analyst. Culture assessment through interviews to directors, focus groups and surveys execution. Gap analysis between current and desired culture. Recommendations and roadmap development.

Intern | Ministry of Economy and Transport

May 2002 – September 2002

Analyst in the Statistics Area of the National Transport Secretary

Intern | Asociación Argentina de Liquidadores y Peritos de Seguros

January 2000 – December 2000

Administrative tasks, reporting and customer service.