

Cristina Afonso

Program Manager at Microsoft

W: <http://www.worky.com/cristina-afonso>

Passionate, highly motivated and proactive, Cristina has several years of experience in the Media and IT business across several functional areas. Adaptable, a quick learner and good communicator, this professional is searching for an opportunity to apply gained experience and skills in a new exciting opportunity.

Cristina Afonso's Professional Experience

2010 - Present

Arvato Services - Program Manager - Microsoft

- Global Subject Matter Expert and Point of Contact for all Partner Fee Payments queries and escalations
- Coordinates communication between Microsoft, Payment and Business Intelligence vendor to insure that all fee statements and payments reach partners in a timely manner across all Online Services Channel Incentives.
- Engages regularly with Partners, Distributors and Large Account Resellers for Readiness in new programs, incentive models and escalation resolution.
- Successfully prepared and delivered all training necessary for the transfer of the Partner Fee Payment review and validation process to new Team
- Manages Project Stamp - a project to move the process of printing and mailing hardcopy invoices to Online Services customers from the EOC Run BIOS Team to a vendor reduce the process cost by 80% - currently ongoing
- Coordinates readiness in EOC Run team for new Online Services releases
- Core team member of virtual project teams for the improvement of Partner Fee Payment processes
- Won "Gotcha" Award for promoting Customer and Partner Experience
- Won CPA EMEA SME of the quarter award for outstanding support to partners and customers

Key Skills

Change Management, Customer and Partner Support, Project Management, Readiness, Training

2007 - 2010

Arvato Outsourcing for Microsoft - Business Process Specialist

- Point of contact for Licensing and Services Integration in the Commercial Operations space - Subject Matter Expert
- Supervised Licensing Services Integration team, insuring effective workload distribution and adherence to SLA
- Auditor for process quality and compliance within the team
- Trained new hires
- Processed Agreement and Orders for Microsoft customers and managed any related queries and escalations
- Delivered financial reporting regarding the team's productivity, quality and compliance
- Addressed any system issues and ensured that work is distributed and prioritized within SLA
- Leader of Social committee for Accenture BPO

Key Skills

Auditing, customer support, financial reporting, People management, Training

2005 - 2006

Carrefour Portugal - Assistant to the Communication Department

- Developed marketing material for indoor campaigns
 - Managed purchases for the department
 - Responsible for monthly financial reporting
 - Negotiated and ensured 10% cost reduction on marketing materials across all the national stores
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2003 - 2004

Toitorres Automoveis (Automotive Dealership) - Marketing Assistant/PA

- Coordinated several Marketing campaigns that led to the 2.5% increase on local sales
- Dealt with all customer service areas

- Planned and coordinated corporate events

Key Skills Customer Service, Marketing

2003 - 2003 **Torres Fenix, Ltd (Communication & Graphic Productions) - Journalist & Desktop Publishing Designer**

- Researched and wrote news articles
 - Proofreader for magazine articles
 - Designed and edited magazine layouts
 - Responsible for billing for advertising department
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Key Skills Billing, communication, Desktop Publishing, Investigation, writing

2002 - 2002 **Badaladas (Local Newspaper) - Journalist**

- Researched and wrote news articles
 - Proofreader for magazine articles
 - Designed and edited magazine layouts
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Key Skills Desktop Publishing, Investigation, writing

Cristina Afonso's Education and Qualifications

2002 **Higher Diploma - Communication & Media**

Escola Secundaria Madeira Torres

16 out of 20 points average

Cristina Afonso's Additional Information

Links

Linkedin Profile - <http://www.linkedin.com/pub/cristina-afonso/b/54a/425>
