



Felipe Stalman Rueda

Industrial Engineer | Business Analyst and International Management Expert

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[in](#) For a further description, please [click here](#)

25-year-old industrial engineer, with great passion for business activities, particularly customer engagement practices and business coordination. I intend to acquire the best of science, social and business skills in order to improve myself daily. Living in four different cities: Buenos Aires, Barcelona, Madrid and Vienna, gave me the opportunity to see how diverse is the world, helped me to adapt to new circumstances and environments, that allowed me to become an open, creative, empathetic and team player person.

Among my hobbies are football, traveling to new places, gym, listening to business podcasts.

Education

Degree in industrial engineering - Carlos III university of Madrid
09/2017 – 03/2022

Bilingual Bachelor's degree (75% in English)
GPA: 7,5/10

Major in Business and Electronics, minor in Technology Management · University Of Applied Sciences Technikum Wien
01/2021 - 07/2021

Exchange program in Vienna, Austria, in English
GPA: 9,75/10

Degree in industrial engineering · Technological Institute of Monterrey
08/2021 - 01/2022

Exchange program in Monterrey, Mexico
English and Spanish program
GPA: 9,95/10

Certifications

- Data Analysis with Python, by IBM

Skills

Soft Skills:

- Creativity
- International vision
- Customer experience
- Resilience
- Teamwork
- Agility

Hard Skills:

- Spanish (native) and English (professional) both written and spoken
- Microsoft Office Tools (+5 years)
- Salesforce Sales (+1 year)
- SAP (+1 year)
- Data Analysis (1 year)

Skills

Work History

Regional Sales Coordinator · Loomis
05/2023 - Present

- Led Salesforce Sales management, optimizing customer experience across Europe and Latin America through training and strategic development initiatives.
- Standardized sales processes and performance metrics, enhancing brand consistency and regional operations across 17 countries.
- Spearheaded data-driven projects that informed actionable insights to strengthen the brand's market position.

Corporate Banking Analyst · Banco Santander
09/2022 – 04/2023

- Coordination and consulting for different country branches (mainly in America and Europe) in order to streamline funding projects for renewable energy, infrastructure and transport industries.
- Attendance to customer meetings for initial contact and final negotiation agreements, for any queries customers could have.

Global Product Support Engineer Intern · SAP
09/2021 - 08/2022

- Backlog handling of customer incidents for 3 different SAP components within financial services, including revenue and invoicing (1 component handling was intended at first).
- Additional role as case queue manager to handle the distribution and assignment of incident for the different expert engineers within the global team, ensuring good service and timing are being delivered.

European Customer Service and Logistics Fellow Trainee · General Mills
07/2021 - 08/2021

- Managing of sales orders: register, tracking, production request and invoicing for 10 European countries. Constant communication with finance, operations, sales and production plants departments.
- Customer service role to solve incidents, customize services and propose improvements of the operability according to customer's feedback.

International Business Development Analyst · TOTEM Branding
04/2021 - 07/2021 & 03/2023 – 05/2023

- Collect, compile and manage customer insights, ensuring customization of deliveries according to their demands (use of tools such as Mural and Business Model Canvas).
- Support in the creation of innovative projects that ensures a renewed and modern brand image for shopping centres throughout Europe.