

# PAOLA MOYANO

Processes and operations  
VISUAL THINKER

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## PROFILE

Highly accomplished and **results-driven** Visual Thinker I/ Project Manager with a solid history of **commercial and operations management**. **Cultivates strong relationships** with clients and partners, ensuring **customer growth, collaboration** and executes effective facilitation, **negotiation** and **communication** skills.

Wide cross-functional experience leading to leveraging solutions that increase **operational efficiency** and effectiveness of the organization.

**Entrepreneurial** passion and energy.

## AREAS OF EXPERTISE

- **Commercial Management/ Sales**
- Supply Chain Management
- **Sales & Operational Planning**
- Project Management
- **Entrepreneurship**
- Marketing & Communication
- Interpersonal Skills/ Conflict Resolution
- Cross-Functional/ Multicultural Team Player
- Multilingual (Spanish, English, & Italian)

## EDUCATION

**Bachelor of Arts (Honours) in Economics, Politics and Public Policy** Goldsmiths College, University of London, 2001

**International Political Economy Course**, London School of Economics, 2000

## PROFESSIONAL TRAINING

- **Six Sigma Green Belt**, 2006
- APICS CPIM Modules, 1, 2 and 3
- **Visual Thinking Certification**
- LEGO® Serious Play®

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## PROFESSIONAL EXPERIENCE

**Firefly Consultoría Creativa**, Madrid, Spain  
04/2019-Present

### Processes and Operations Visual Thinker

Collaborates with individuals and organisations to **effectively communicate** complex processes and concepts. Thus, enhancing comprehension, optimising operations and cultivating team engagement to finally **getting the message delivered!**

Provides a **tailored approach and solutions in applying best practices according to the specific dynamics of each company**. Defines mission and vision, designs business and operating models, value stream mapping, and value proposition.

**RESINEX-RAVAGO**, Madrid, Spain

11/2017 to 12/2018

*A global distributor of prime and manufacturer of recycled plastic and rubber materials.*

### Sales | Marketing & Communications Manager, Rubber, Specialties, Wire & Cable

Oversaw an **ample product portfolio** while implementing strategies to increase the company's presence and visibility in the marketplace. Built and **developed new customer relationships** and actively sought opportunities to **introduce new products**. Organized and facilitated team building activities, themed customer events, and conducted internal satisfaction surveys. Directed merchandising, advertisement, and promotional activities and created brochures and newsletters. Prepared submitted featured reports and technical press notes in top industry magazines and associations.

- Implemented the global corporate brand identity for the countries of Spain and Portugal.
- Successfully **qualified valued-added products** to shoe soles producers.

**TRINSEO SPAIN SL (Spin-Off of Dow Chemical)**, Madrid, Spain 5/2010 to 11/2017

*A manufacturer of **emulsion polymers, automotive plastics, and basic plastics.***

### Key Account Manager, Emulsion Polymers & Basic Plastics

Developed and **oversaw a portfolio of strategic business-to-business (B2B) and business-to-developer (B2D) accounts in Europe and Latin America** totalling in revenue of **\$47M €** per year. **Built global key client relationships** and capitalised on **growth opportunities**. Collaborated with **cross-functional teams**, including logistics and technical teams, to optimize supply chain processes and develop and **commercialize new products**.

- Signed a **long-term latex business contract** in a highly competitive and declined market, reclaimed customer confidence and recognised as a sole supplier of a major coated paper producer.
- Changed the sourcing point and order entry process resulting in expected savings of **\$42,000 € annually**.
- Qualified and commercialized high-technology rubber grade in the countries of Finland and Argentina.

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 PROFESSIONAL EXPERIENCE, CONTINUED
 

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**DOW CHEMICAL IBÉRICA**, Madrid, Spain

12/2002 to 5/2010

*One of the 3 largest chemical producers in the world. With a presence in about 160 countries, it employs about 54,000 people worldwide*

**Business Supply Chain Planner, Copolymers**

10/2008 to 5/2010

Directed and coached three production planners located in India and the Netherlands. **Balanced supply and demand** to achieve optimum product availability, asset utilisation, and supply chain efficiencies. Achieved supply chain and business targets including inventory, **supply chain cost-to-serve transactional service standards**, and **service levels and quality**.

- Increased the flexibility during production peaks and reduced the potential for bottlenecks for the ABS-PS swing train.
- Obtained Six Sigma certification for team members.

**Supply Chain Team Leader, Automotive Fluids**

7/2005 to 10/2008

Monitored inventory and service levels for automotive fluids. Established and directed the supply chain planning team in Mumbai, India. Utilised Value Stream Mapping to identify major areas of improvement and drove subsequent **improvement projects**.

- Implemented and oversaw the sales and operation planning process and the order fulfilment team meetings for automotive fluids.
- Reduced production shutdowns at the coolants production plant in France, a Six Sigma GBPL certification project. Planned and implemented the Blending Brake Fluids (BF315) project in Europe resulting in a savings of **\$400M**.

**Global Low Cost to Serve Champion, Dow Automotive**

2/2007 to 10/2008

Facilitated key LCTS leadership **and steering teams focused on leveraging ideas**, people engagement, and alignment of processes and practices. Oversaw the Idea Tracker tool for Europe and North America for LCTS and participated in the Area Champion Network Teams.

- Delivered (LCTS) savings through coordinating structural improvement projects resulting in **\$25MM** for 2006 and **\$17MM** for 2007.

**Global Supply Chain Cost Management Lead, Dow Automotive**

6/2003 to 7/2005

Identified cost drivers for all global Supply Chain Cost centres. Monitored proper supply chain spending within the budget and analysed and estimated the budget for Europe.

**Supply Chain Planner for Body Protection & Dampening (BP&D)**

6/2003 to 7/2005

Planned the distribution and resale of products utilizing the "CAMP (Corrective Action Management Process) Focal Point".

- Developed logistical key performance indicators required for the ISO TS 16949 certification.
- Reduced the transport unit cost to Spanish and English **automotive customers**.
- Reduced logistical costs through the implementation of the Six Sigma project "Improvement of the Recovered Finished Materials from Customers Process".

**Finance Assistant, Dow Automotive**

12/2002 to 6/2003

Reconciled accounts and analysed and estimated monthly spending.

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 INDUSTRIES SERVED
 

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- TV, Automotive Parts, Tyres, Brake Fluids, Industrial Rubber Goods and Compounds, Coated Paper, Adhesives, Shoe Soles, Pharma, Optical Media, Electrical and Lightening, Insulation, Plastic Modification...