

MAURÍCIO VÁS

TECHNOLOGY SERVICE AND OPERATIONS MANAGER

CONTACT DETAILS

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- **Citizenship:** (Dual) New Zealand & Portugal.



PROFESSIONAL SYNOPSIS

An accomplished technology service and operations manager, Maurício started out in industrial automation (Robotics - USA) spending much of his working life in various parts of the world including UK, USA, China, Singapore, India, Brazil, Argentina, Portugal, and in New Zealand. Skilled at analysing/reviewing implemented business processes and systems in line with strategic business reviews. Based on findings make recommendations to improve these processes and practices with a goal to improving overall efficiency.

- Extensive ICT & Service Operations Management experience, including technical business management experience.
- Large (60+) multi-cultural people/team management across multiple office & international locations.
- Experienced in managing Systems Engineers, Service Delivery Managers, Senior Software Developers, Business Analysts, System Testers, etc.
- Recognized as a hands-on, proactive professional who can rapidly identify problems, formulate tactical plans, initiate change, and implement effective programmes in challenging and diverse environments.
- Expertise in leading all functions related to Project Management involving planning, work scheduling, business communication, program management, operations, relationship management, administration, and budgets management.
- Business Process Reviews, Change Management, Stakeholder Management, IT Governance & Compliance, and experience within a large international corporate environment.
- Adept at identification and evaluation of emerging trends, identification of business risks and opportunities arising from the competitive market, performance standards and measurement, investment evaluation, business case development.
- Proficient at evaluating new technologies and determining their suitability to business process, needs, and their impact & benefits within company operations.

RECENT EMPLOYMENT SUMMARY

RICOH (NZ) LIMITED (Oct 2018 – Jun 2020)

Northern Region Service Delivery Manager, including

- Service Management
- Operations Management

Key Responsibilities

- **Service Delivery:**
 - Ensure continuous improvement by initiating and driving regular process and quality reviews within the field service teams.
 - Manage the performance of direct reports through regular one-on-one catch ups and the formal Performance Review process.
 - Manage the day-to-day delivery of services with field service teams in accordance with the contracted terms, ensuring that resourcing requirements are appropriately managed.
- **Business Analysis:**
 - Define escalation matrices and manage service escalations to ensure issues are dealt with expediently.
 - Continuous Improvement of field service labour utilisation by optimisation of field resources' efficiencies & productivity.
- **Change Management:**
 - Manage and monitor Field Service Expenditure by tracking expenses, reviewing invoices, and controlling costs.
 - Responsible for Field Engineering Services – Auckland & Hamilton Regions
- **Stakeholder Management:**
 - Manage the internal customer relationship through regular communication and collaboration with Branch Managers, Sales Managers and Account Managers.
 - Develop and maintain effective client relationships at all appropriate levels within the customer organisation.
- **Management Reporting:**
 - Produce monthly/quarterly/annual service profitability reports for each of the northern region's Tier 1 clients.
 - Analyse and report on field service activity and efficiency reports.

Key Achievements:

- Successfully monitor and implement changes to the on-going service level improvements and field service resource utilisation at a national level.

AHI CARRIER (NZ) LIMITED (May 2017 – Oct 2018)

Multiple Responsibilities:

- ICT Audit Compliance/Governance
- New Zealand ICT Manager

Key Responsibilities:

- **Compliance & Governance:**
 - Review and understand corporate IT policies and ensure compliance.
 - Perform IT compliance to achieve “Zero Observations” result from the International UTC Auditors.
- **ICT Security:**
 - Ensure that all systems meet the necessary security policies. Confirm security by performing vulnerability scans on the nationwide network and perform remediation tasks.
- **Best Practice:**
 - Ensure that the server room meets best practise standards covering both network security and environmental.
 - Review and ensure that DRP plan was operational and capable of responding to a disaster. This required simulating DRP situations.
 - Review/reconcile nationwide IT Hardware Assets/Software Inventory and ensure that all software licences are current and can be reconciled to licence invoices.

Key Achievements:

- Secured IT network infrastructure by ensuring any security vulnerabilities found were remediated in a timely and secure manner.
- Upgraded server room to best practice standards by replacing an aging/failing Server Room UPS and re-organising the network & power cabling infrastructure and the firewall upgraded from in-house to cloud based.
- Reconciled both IT Hardware and Software Inventory and ensured that all mobile devices were secured as per corporate policy.
- Achieved “Zero Observations” target for the UTC (Parent Company) initiated ICT audit.
- Successfully took over the day-to-day management of the national ICT Infrastructure.

GLORY GLOBAL SOLUTIONS (NZ) LIMITED (Sep 2010 – Jul 2016)

Multiple Responsibilities:

- National Operations Manager
- Special Projects Manager

Key Responsibilities:

- **Business Process Analysis:**
 - Review and refine existing processes/procedures/tools, identify new opportunities, and develop new methods to improve overall efficiency, quality & revenue.
- **Service Operations:**
 - IT Service and Delivery & manage the profitability of the department with service revenue of over NZ\$2 million.
 - Ensure the team is consistently meeting service levels and customer satisfaction requirements in a multi-product service environment.
- **Management Reporting:**
 - Review and Preparation of monthly service activities and exception reporting to company management as well as key customer accounts.
- **Leadership:**
 - Support employee development through training, formal & informal coaching, and performance appraisals.
 - Ensure that the performance of the operations division contributes to the company's goals and enhance both customer & user experience by fostering team spirit and high employee morale.
- **Stakeholder Management:**
 - Collaborate with other management team members on implementation of new products & services, in support of overall company objectives.

Key Achievements:

- Successfully reviewed and refined existing business processes, procedures & tools, identified new opportunities and developed new engineering support methods to improve overall efficiency, quality, and revenue to meet the national service delivery model.
- Enabled the company to achieve rapid service revenue growth of 80% over 6 months for the services and support department by converting casual support customers to a fixed contract with an SLA, creating trail revenue and improved customer satisfaction levels.
- Successfully orchestrated on-going projects including nationwide software upgrade projects, which resulted in reduced support calls from customers, improving technician availability to achieve service customers, more profit and retention of customers.

TOTAL CONTACT SOLUTIONS LIMITED (Aug 2006 – Sep 2007)

New Zealand General Manager & Director/Shareholder

Key Responsibilities:

- **New Business Start-up:**

- Establish NZ branch of an Australian company for providing web based Human Resource Solutions to New Zealand & Australian marketplace.
- Responsible for the development of and achieving targets set in the Company's strategic and operational plans.

- **Business Operations:**

- Oversee the product development of Roster, Time & Attendance, and Award Calculation & Payroll application with a biometric fingerprint capture terminal and secure door access control system.
- Recruit highly technical and administrative staff for the New Zealand operation.
- Business development in the areas of Web Design & Software Development Services.

Key Achievements:

- Successfully established an operational systems development business in New Zealand, a centre of excellence with appropriate technical and administrative staff.
- Successfully established a new product development project for bio-metric fingerprint time capture device with roster, time & attendance web-based application.
- Successfully completed the Stage 1 development of the new flagship product People Plan Express on time and within budget.
- Improved customer service for the labour hire business through quality and timely delivery.

ULYSSES SOLUTIONS LIMITED (Apr 2000 – Present Day)

Business Owner & Technology Consultant

Key Responsibilities:

- On-going technology consulting services.
- Business development & Technology Implementations.
- Project setup and delivery.

Key Achievements:

- Designed and developed a remote monitoring & tracking solution for a hazardous oil-based liquid materials collection and disposal/recycle in city areas to meet local council compliance requirements for an organisation in Oporto, Portugal.
- Designed and developed e-Commerce web sites for local businesses to increase market share and return on investment. One of such local businesses had a major increase in their web site traffic with over 50% conversion rates.

TECHNICAL ENVIRONMENTS

Sectors: Technology Service Environments, ICT Network Infrastructure, ERP/CRM Systems, Internet Technologies, Software Development, Industrial Automation, Petrol Service Station Automation, Point of Sale Systems, Banking Systems Automation and Loyalty Systems.

Technologies: Microsoft Active Directory, Multiuser Networks, Client Server Environments, Cloud based solutions, Cash Handling Systems, Point of Sale Systems, Petrol & Pump/Fuel Tank Control Systems, E-Commerce/Web Solutions and Robotics/Industrial Automation.

Other Interests: Passionate about new technologies, such as Internet of Things (IoT), Machine Learning (ML) and Artificial Intelligence (AI), Medical Technology Advancements, Electric Vehicles, Autonomous & Self-Driving Vehicle Technologies, Intelligent Transportation Systems (ITS) and Renewable Energy.

ENVIRONMENTAL VIEWS

"We need to remember that there is only ONE planet Earth. We do not inherit the earth from our ancestors, we merely borrow it from our children and future generations."