

Eduardo Xavier de Abreu

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PROFILE

Senior Project Manager | Client-Facing & Internal Delivery | SaaS, Technology & Digital Transformation

LANGUAGES

Fluent English (Reading & Speaking) - EF SET English Certificate 73/100 (C2 Proficient)

PROFESSIONAL SUMMARY

Senior Project Manager with 15+ years of experience leading technology, SaaS, CXM, contact center, e-commerce, infrastructure and logistics projects in enterprise and client-facing environments.

- Managed portfolios of up to 20 concurrent initiatives, with revenue under management ranging from BRL 30k to BRL 2M depending on the project or account, and multidisciplinary teams of 5 to 30 professionals.
- Led national and international projects, coordinating global stakeholders, distributed teams and rollouts across multiple countries.
- Strong experience in PMBOK-based governance, hybrid delivery, risk management, executive communication and structured project handovers.
- Solid track record in enterprise SaaS, regulated financial environments, digital commerce, data centers and large-scale operations.

CORE SKILLS

Delivery & Governance – Project and Portfolio Management, PMBOK-Based Governance, Agile, Waterfall and Hybrid Delivery, Client-Facing Delivery, Client Onboarding, Scope, Schedule, Budget and Risk Management, RAID, SLAs, Executive Communication, Steering Committees, Go-Live, Hypercare and Project Handover.

Domains – Enterprise SaaS, CXM, CCaaS, Contact Center, Open Finance, E-commerce, Logistics, Data Centers and Technology Infrastructure.

Tools & Platforms – Jira, Confluence, Azure DevOps, MS Project, Asana, Smartsheet, Monday.com, Trello, VTEX, Magento, ERP, CRM and API Integrations.

AI for Projects – ChatGPT, Claude Code, Codex, Kimi Code, Replit and n8n.

PROFESSIONAL EXPERIENCE

EVT

Project Manager

São Paulo, Brazil | Apr 2026 – Jun 2026

Consulting Assignment at CHS Inc.

Worked as an embedded Project Manager at CHS Inc., a global agribusiness company, managing improvements and project initiatives for the Crop Nutrients business.

Key responsibilities and deliverables:

- Managed more than 30 improvements and project initiatives under a Waterfall delivery model, from planning through implementation.
- Led the Coupa procurement implementation project and a Transportation Management System project, coordinating scope, timelines, dependencies and documentation.
- Built and maintained detailed schedules in MS Project, tracking milestones, critical path and project dependencies.
- Controlled scope, deadlines and progress through structured Excel trackers and status reports.
- Reported project status, risks and pending decisions to internal stakeholders at CHS.

BANFICO

Technical Project Manager, Consulting Engagement

São Paulo, Brazil | May 2025 – Nov 2025

Open Finance | Fintech

Served as Technical Project Manager on the implementation of Banficio's Open Finance SaaS product at Citibank — a six-month, fixed-scope regulatory engagement delivered from the vendor side. The platform carried an approximate monthly subscription value of USD 65k at the client.

Owned end-to-end project delivery, acting as the main point of contact between executive leadership, technical stakeholders and external vendors.

Key responsibilities and deliverables:

- Managed the full project lifecycle in a highly regulated financial environment, ensuring alignment with Open Finance requirements and applicable regulations.
- Coordinated a technical team of four professionals and external vendors, leading by influence within a matrix structure.
- Led technical and functional discovery and defined scope for more than 10 integrations and APIs.
- Applied a hybrid delivery model, combining structured governance with incremental releases.
- Provided weekly executive status reports and participated in monthly steering committee meetings with senior leadership.
- Structured risk management, formal communication and project documentation for the regulated environment.
- Delivered a complete handover package, including technical documentation and the information required for operational continuity.

SPRINKLR

Senior Project Manager

São Paulo, Brazil | Jan 2024 – Feb 2025

Global Enterprise SaaS Company | Customer Experience Management

Managed a portfolio of 6 to 7 concurrent national and international SaaS projects for enterprise clients, with revenue under management ranging from BRL 300k to BRL 2M depending on the project or account.

Key responsibilities and deliverables:

- Led end-to-end implementations, expansions and optimizations of 3 to 6 Sprinklr modules per client, coordinating distributed cross-functional teams of 1 to 12 professionals.
- Delivered solutions across Social Media, Digital Customer Care, CCaaS, Knowledge Base, Social Listening, Benchmarking, Location Insights, conversational AI and bots.
- Managed the complete delivery lifecycle, including client onboarding, kickoff, discovery, business and technical requirements, planning, implementation, go-live, hypercare and structured handover to Customer Success.
- Worked closely with Solution Architects, Account Executives and technical teams to translate client requirements and Statement of Work commitments into scope, schedules, resource plans, dependencies and delivery priorities.
- Managed budgets, schedules, risks, scope changes, resources and executive communication using Asana and Smartsheet, applying PMBOK-based governance and hybrid delivery methods.
- Led high-visibility international projects, including the Paramount+ rollout across 11 countries, BYD's Brazil pilot — which became the reference build mirrored in Mexico, the United States and Europe — and Location Insights projects for CCR S.A. supporting presence analysis, performance tracking and data-driven decision-making.
- Coordinated API and legacy-system integrations, including the conversational chatbot integrated with BYD's CRM from customer interactions, delivered in the Brazil pilot alongside social media and listening.
- Managed client engagement and satisfaction throughout the project lifecycle, anticipating delivery and relationship risks and leading escalations when required.
- Supported consultative pre-sales activities for strategic opportunities, contributing to scope definition and delivery feasibility.
- Delivered projects for enterprise clients including CCR S.A., Nubank, Cielo, Maple Bear, Boticário, BYD, Bimbo, Paramount+, Bradesco and Texas Instruments.
- Achieved approximately 85% of projects delivered within the agreed timeline.

INFRACOMMERCE LTDA.

Project Manager

São Paulo, Brazil | Dec 2020 – Sep 2023

Multinational E-commerce and Logistics Company

Reported directly to the Director and managed a team of four professionals, including analysts and Product Owners, with responsibility for performance management, backlog prioritization, goals and resource allocation.

Key responsibilities and deliverables:

- Managed a portfolio of 15 to 20 concurrent projects for 6 to 10 enterprise clients, with approximately BRL 700k in revenue under management and individual initiatives ranging from BRL 30k to BRL 200k.
- Led end-to-end B2C, B2B and marketplace projects on VTEX and Magento, including new store implementations, white-label solutions, platform migrations and continuous improvements.
- Coordinated integrations with ERP, WMS, carriers and payment gateways, with an average of four or more integrations per project.
- Partnered with executive leadership and business teams to prioritize the portfolio, balancing commercial demand, operational capacity and technical feasibility.
- Led weekly steering committee meetings with clients and internal executive stakeholders, reporting progress, risks, dependencies and required decisions.
- Managed the migration of Nike's Distribution Center from São Paulo to Minas Gerais, with the operation scheduled to run in parallel through the migration window and completed with no relevant downtime for retail, coordinating business, technology and logistics teams.
- Managed Nike's e-commerce platform migration and other critical implementation and go-live initiatives.
- Delivered six e-commerce stores for the Estée Lauder Group, including Clinique, Jo Malone, Estée Lauder, Too Faced, MAC and La Mer.
- Launched Nivea's B2C e-commerce store and implemented the Nestlé NHS online store for dietary supplements.
- Delivered two B2C e-commerce stores for the Wella Group, Wella and weDo, as well as projects for Richemont brands including IWC, Panerai and Jaeger-LeCoultre.
- Led the rollout of carrier collection solutions for clients including Lingerie BR, Dailus, Casa das Alianças, Shoulder and Iguatemi365.
- Mapped operational processes and created workflows to support project implementation and business alignment.

ATENTO DO BRASIL S.A.

IT Business Consultant – Project Manager

São Paulo, Brazil | Mar 2012 – May 2020

Multinational Contact Center Company

Reported to management and acted as the strategic interface between Business, IT and enterprise clients, leading technology initiatives involving operational growth, migrations, reductions and service implementations.

Key responsibilities and deliverables:

- Supported business areas in client relationship management, serving as the main client point of contact within Atento's IT organization.
- Worked directly with national and international clients to define technical solutions aligned with business needs, delivery timelines and operational requirements.
- Negotiated timelines, resources and implementation conditions with internal technical and operational teams, balancing client demands with Atento's business priorities.
- Led client negotiations related to operational growth, migrations, reductions and changes to existing services.
- Coordinated project activities across business, technology and operations teams, aligning scope, responsibilities, technical feasibility and delivery dates.
- Monitored project costs, SLAs and operational risks throughout the delivery lifecycle.
- Led the implementation of a new network and telecom carrier for Cielo's ARV teleservice operation, migrating the telephony platform from Avaya to Genesys across 2,000+ agent positions and three sites without interrupting the operation.
- Managed Vivo's nationwide door-to-door sales project, rolling out a mobile point-of-sale system across 50+ cities, and ran the fixed-line service operation together with its systemic and improvement projects.

TIVIT S.A.

Service Delivery Executive | Technical Project Lead

São Paulo, Brazil | Jun 2011 – Nov 2011

Multinational Technology Services Company

Managed service delivery for more than 40 national and international colocation and managed services clients within a Tier III data center environment.

Key responsibilities and deliverables:

- Participated in the change management committee, coordinating infrastructure changes and service requests with internal technical teams.
- Managed and controlled client colocation environments, including dedicated rooms, racks, servers, storage, cabling, golden jumpers and related infrastructure equipment.
- Coordinated technical teams to ensure that client requests, environment changes, service expansions and incident escalations were completed within agreed SLAs.
- Served as the primary technical and commercial point of contact between clients and internal infrastructure, engineering and operations teams.
- Conducted daily follow-up meetings covering projects, service requests, priorities, pending actions and delivery status.
- Monitored service availability, operational continuity, SLAs and risks across infrastructure services.
- Built relationships with national and international clients and supported the preparation of proposals for new products and services.

EARLIER EXPERIENCE (2005-2011)

TRIPLES – OTIMIZAÇÃO E GOVERNANÇA | Project Manager | Sep 2010 – Feb 2011

Managed professional services resource allocation including project backlog, pre-sales and documentation. Participated in client meetings to define SOW scope and rules.

TECLA INTERNET LTDA. | Product Analyst | Jul 2010 – Sep 2010

Responsible for full product development lifecycle. Performed market and competitor analysis and developed product positioning plans.

IG – INTERNET GROUP DO BRASIL | Infrastructure Analyst / Project Analyst | Aug 2008 – Dec 2009

Coordinated infrastructure projects for iG partner websites (Baixaki, Baixaki Jogos, Omelete). Applied ITIL, PMI and Scrum practices across requirements, scope, testing and go-live.

EDS ELECTRONIC DATA SYSTEMS | Shift Leader – Support and Operations | Sep 2005 – Mar 2008

Led a team of 25 people supporting 2,000+ servers (Windows, UNIX, VAX) in the EDS Best Shore program. Monitored production environments, managed incident resolution and collaborated daily with US and India teams.

EDUCATION

- **MBA: Project Management, FM2S, Expected 2026**
- **Higher Education Degree in IT Management – UNICID (2025)**
- **Higher Education Degree in Information Security – FMU (2011)**
- **Higher Education Degree in Data Processing – Mackenzie (2000)**

CERTIFICATIONS | COURSES | TRAINING

- **AI for Projects and PMO – Building AI Agents using n8n, PM 2.0 Soluções em Projetos, 5 hours, Jan 2026**