

# JAQUES FARIA ORTIZ

Senior Analyst | Supply Chain | Salesforce Regional Administrator

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## PROFESSIONAL SUMMARY

With 13 years of experience in foreign trade and supply chain operations, supporting global units across all continents and modes (inbound/outbound). Strong performance in international logistics, coordination of shipments of hazardous chemicals (IMO/DGR), customs clearance, and continuous process improvement, ensuring operational efficiency and healthy indicators.

Expertise in creating lean workflows integrated with ERP, optimizing delivery performance, costs, margins, cargo consolidation, and support for tax planning.

Additional experience as a Regional Salesforce Administrator, responsible for user support, training, executive reports, and direct interface with the headquarters in France (Fluent in English and with advanced Spanish).

Strong ability to collaborate between finance, logistics, customer service, and sales, driving consistent results throughout the supply chain.

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## WORK HISTORY

**Senior Supply Chain Analyst | Salesforce Regional Administrator, 11/2025**

**(current). Bostik Adhesives (Arkema Group)**

- Importer (global agent of the group).
- Management of logistic contracts (suppliers).
- Logistics solutions (all modes).
- Customs monitoring.
- Demand planning.
- Bad inventory control.
- Regional Salesforce administrator.
- Indicators for cost reduction in nationalization (calculations for product internalization).
- Order Management.

**Senior Analyst - Customer Service, 09/2021 to 10/2025**

**Bostik Adesivos (Arkema Group).**

- Customer Service for LATAM (export) and local customers.
- Order Management.
- Synergy in process design / ERP (improvement projects
- SAP/TOTVS).
- Regional Salesforce administrator.
- Management of indicators (customer service / Perfect Order).
- Invoicing control for various units (chemical specialties).
- Order management / Customer facing.
- Corporate visits.

## CONTACT

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**Linkedin:** Jaques Faria Ortiz

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## SKILLS

Fluent English

Foreign trade and customs

International Logistics

Performance Monitoring

Team leadership

Salesforce Leader (ADMIN)

Supply chain planning

Advanced Spanish

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### **Junior Analyst - Customer Service, 07/2018 to 08/2021**

#### **Arkema Coatex Brasil Ind E Com LTDA (Retorno)**

- Managing a portfolio of LATAM clients for a specific unit (export).
- Engaging with and assisting the sales department in results-oriented strategies.
- Synergy between internal and external clients (S&OP).
- Corporate visits / Customer facing.
- Order management / Customer facing

### **Junior Analyst - Outsourcing Support (in-house consulting), 11/2014 to 06/2018**

#### **Leschaco International Transport and Trade Agent LTDA**

- In-house support in a specific client cell. • Responsible for all aspects of foreign trade (operational improvements).
- Follow-up - Import/Export (all shipping modes).
- Responsible for the documentation of dangerous goods with maritime and air companies (IMO/DGR).
- issuing DCA for exports.
- Responsible for logistics solutions and alternative routes for international transactions.

### **Assistant - Maritime Export, 11/2014 to 06/2016**

#### **Leschaco International Transport and Trade Agent LTDA**

- Contact with Agents, Clients, Suppliers, local and international.
- Coordination / freight forwarding sea department (EXP) (special cell).
- Monthly closing control (Own system / Custom).
- Follow up maritime exports (average 120 shipments/month).
- Solution of KPIs emitted by the headquarters.

### **Internship - Management of received orders, 11/2013 to 04/2014**

#### **Arkema Coatex Brasil Industria e Comercio LTDA**

- Receipt of requests from customers.
- Import documentation (Purchase Order and Proforma Invoice).
- Conference in the drafts of documentation.
- Month closing shipments

### **Junior Assistant - Export/Import, 08/2012 to 10/2013**

#### **Wserv Logistica Internacional LTDA**

- Follow up of maritime and air processes (EXP / IMP).
  - Contact with agents, clients, maritime companies, air companies in Brazil and abroad.
  - Negotiation of freight with maritime agencies, airlines and international agents.
  - Follow up of companies service invoices and provide closings to accounting department.
  - Maintenance of contract terms between international partners.
  - Issuing of BLS and AWBS (trought Traffic bysoft software);
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## ACADEMIC FORMATION

- EME ALCINA DANTAS FEIJÃO, High School with emphasis on Administration and Statistics, 01/01/08, 12/31/10
  - EME ALCINA DANTAS FEIJÃO, Logistics Technical Course, 01/01/10, 01/07/11
  - UNIVERSIDADE MUNICIPAL DE SÃO CAETANO DO SUL, Bachelor in Business Administration with emphasis in Foreign Trade, 01/01/12, 12/31/17
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## PERSONAL INFORMATION

- Age: 33
  - Nationality: Brazilian
  - Marital Status: single
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## LANGUAGES

English

Bilingual or Proficient (C2)

Spanish

Advanced

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