

PAOLA CAIMÍ

PROJECTS & OPERATIONS

paolacaimi.work@gmail.com | Spain: +34 607 747 848 | Uruguay: +598 92 135 893

LinkedIn: [linkedin.com/in/paola-caimi](https://www.linkedin.com/in/paola-caimi) | **Portfolio:** paolacaimi.com

PROFESSIONAL PROFILE

Projects & Operations Leader with more than 15 years of international experience in software as a service, technical support, customer operations, team supervision and coordination. I was promoted to leadership or technical specialization positions at Amazon, Microsoft and Sabre, and led teams of up to 30 people. I specialize in organizing complex work, optimizing processes, aligning client needs, and coordinating technical teams with business functions. I am seeking 100% remote opportunities in Projects & Operations, Team Leadership, Operations Supervision, Project Support, Project Management Office, or software-as-a-service operations, with a path toward Project Management. I have a strong interest in artificial intelligence and emerging technologies applied to operations and wellness technology.

CORE COMPETENCIES

Coordination | Team Leadership & Supervision | SLA & KPI Management | Process Improvement & SOPs | Client & Stakeholder Coordination | SaaS Support | Agile & Scrum | Remote & Multicultural Collaboration

PROFESSIONAL EXPERIENCE

Integration Consultant II

UKG | Montevideo, Uruguay | Remote | May 2024 - Jul 2026

- Successfully managed more than 70 concurrent HRIS integrations for U.S. clients, connecting payroll and benefits data between UKG Ready and external systems through requirements coordination, data mapping, testing, error analysis, and final validation.
- Developed functional knowledge of U.S. employee benefits, including HMO, FSA, PPO, POS, HRA and HSA medical plans, as well as dental and vision coverage and 401(k), 403(b) and 457(b) retirement plans, applying this knowledge to requirements gathering, mapping, testing and validation of HRIS integrations, contributing to more accurate and reliable implementations.
- Configured and tested secure SFTP connections and obtained HIPAA certification, ensuring reliable information exchange and the protection of sensitive data throughout the integration process.

Microsoft Power Platform Supervisor

Tata Consultancy Services | Microsoft Account | Remote | Jun 2021 - Apr 2024

- Was promoted from Support Engineer to Supervisor within three months and led 13 solution engineers, managing priorities, case assignment, workloads, SLA, KPI, escalations and operational reporting.
- Implemented Power Platform flows that reduced incident resolution time by 30%.

Microsoft Power Platform Support Engineer

Tata Consultancy Services | Microsoft Account | Remote | Mar 2021 - Jun 2021

- Resolved Power Apps and Power Automate incidents, coordinated with technical teams and documented solutions. My performance led to promotion after three months to a leadership and team supervision role.

Operations & Marketing Coordinator

CENTURY 21 | Fuengirola, Spain | Sep 2018 - Aug 2020

- Established operations and the CRM from the opening of the office. Organized the client portfolio and managed the portfolio of property owners and properties, entering details into the system and creating each property's design sheet, description in several languages, and documentation collection to comply with all legal protocols for its sale and/or rental.
- Managed vendors, office technology, and marketing and recruitment materials; and created the design of a branded promotional stand in the city of Málaga as well as a large-format billboard placed on the main highway connecting Málaga and Fuengirola, which contributed to the brand's growth and visibility in the region.

Product Support Analyst | Airline Solutions

Sabre Corporation | Montevideo, Uruguay | Apr 2017 - Apr 2018

- Was promoted from Operations to a technical role after completing an intensive three-month, full-time Sabre GDS certification, managing technical solutions and reservation systems, flight creation, and IT solutions for airlines through web services.
- Managed incidents for international airlines through root cause analysis and coordination with development teams.

Team Assistant & Operations Coordinator

Sabre Corporation | Montevideo, Uruguay | Oct 2015 - Mar 2017

- Supported the Managing Director and a site of approximately 1,000 employees, collaborating with Human Resources, Finance and Payroll. I also managed graphic design for various company events. My performance facilitated an internal promotion to Airline Solutions.

Operations & Reception Coordinator

Logicalis | Montevideo, Uruguay | Jan 2014 - Oct 2015

- Coordinated operations for approximately 55 employees and managed multi-currency petty cash, vendor payments and expenses, completing all closings with no discrepancies.

Access Control & Reception Coordinator

World Trade Center Montevideo | May 2013 - Jan 2014

- Was part of the security team and received training in body language and behavioral observation to identify potential threats, while also managing access and confidential records.

Customer Service Agent → Operations Supervisor | Amazon US Account

Nordine S.A. | Montevideo, Uruguay | Sep 2011 - Apr 2013

- Joined as a Customer Service Agent and was promoted to Operations Supervisor after three months, following strong performance and demonstrated ability to coordinate teams on Nordine's exclusive Amazon US account.
- Led a team of approximately 15 agents, tracking performance indicators, conducting quality control, and implementing improvement actions that contributed to increasing customer satisfaction from 87% to 100%.
- Developed and monitored key performance indicators and operating procedures, while also managing performance evaluations, onboarding of new team members, and resolution of escalated cases.
- Coordinated daily team operations, assigning tasks, monitoring results, and ensuring compliance with the service and quality standards established for the account.

Office Coordinator | Franchise Opening & Graphic Design

Engel & Völkers | Palma de Mallorca and Punta del Este | Feb 2009 - Jul 2010

- Provided premium service to clients with multimillion-dollar properties in Palma de Mallorca. My performance made an impact on the board, and I was selected to relocate to Punta del Este, Uruguay, to support the opening of a new franchise, ensuring the management quality stipulated by the renowned German company.
- Organized the CRM from the outset; supported compliance with brand protocols and designed materials for digital platforms and promotional magazines.

Customer Service & Hospitality Operations Coordinator

Royal Caribbean International | Onboard | Feb 2004 - Jul 2004

- Adapted to my first international experience while supervising the theater bar and the luxury Champagne Bar on itineraries through the Caribbean, Hawaii, Italy, France and Spain.

CERTIFICATIONS & TRAINING

Google Project Management Professional Certificate | HIPAA Certification | Sabre GDS Product Analyst | Microsoft Power Platform | Agile & Scrum Training | ITIL & Lean Six Sigma Training | Google Data Analytics in progress | P4H Bionics Academy in progress

TECHNICAL TOOLS & PLATFORMS

Jira, Asana, Trello, Notion, Microsoft 365, Google Workspace, Power Apps, Power Automate, UKG Ready, SFTP, Power BI, Tableau, Looker Studio, Excel, GitHub, ChatGPT, Claude, Gemini, Perplexity, Microsoft Copilot, Adobe Photoshop, CorelDRAW and Autodesk Fusion 360

EDUCATION & LANGUAGES

Education Bachelor's Degree in Graphic Design - Universidad ORT Uruguay | Pre-university Studies in Medicine - Instituto Francisco Bauzá

Languages Native Spanish | Advanced English, Oxford and Cambridge certifications | Intermediate German, Goethe-Institut and Hartnackschule Berlin