

TAMARA MICAELA BARUJA ALMADA

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WORK EXPERIENCE

UCL SCHOOL OF MANAGEMENT

Teaching Assistant – Product Development & Prototyping

London, United Kingdom

Jan 2025 – Today

- Supported MSc-level teaching on product development, user research, prototyping, and MVP validation.
- Mentored student teams on translating customer insights into testable product concepts using design thinking and prototyping tools (Figma).
- Reviewed and provided feedback on product strategy, prototyping quality, and iteration logic.

GLOBAL CHANEL TECH

Global PMO Analyst for D365

London, United Kingdom

Oct 2025 – Today

- Supporting programme governance, planning, and reporting by maintaining project plans, tracking milestones, and producing data-driven dashboards to monitor progress and risks.
- Coordinating cross-functional and regional teams to ensure alignment on deliverables, risk mitigation, and change control within the global D365 ERP transformation programme.

Global Intern - Area: Operation Excellence Domain (part time).

Jul 2025 – Oct 2025

- Replicating documentation and governance strategies across HR, data, finance, and legal systems.
- Leading standardisation of support processes (change requests, incident/problem management, audits) and creating training materials for Jira implementation across Chanel Tech.

Global Intern - Area: People and Operation IT HR Domain (part time).

Jan 2025 – Jun 2025

- Designed and launched an internal microsite for IT teams across EMEA, APAC, the Americas, and Africa, centralising access to HR applications, documentation, and support models.
- Created system architecture diagrams, security flows, and environment landscapes (development, testing, production) to simplify platform understanding for both technical and non-technical stakeholders.
- Managed global documentation frameworks, ensuring stakeholders had accurate and accessible system information.

TIGO BUSINESS - MILICOM INTERNATIONAL CELLULAR SA

Asunción, Paraguay

B2B Product Owner - Area: B2B Engineering and Innovation.

Mar 2023 - Sep 2024

- Defined business needs and prioritized deliverables. Collaborated with a Dev Team, using Agile to restructure company's Oracle and Salesforce CRM systems, improving customer service flows and reducing operation times by 8.2%. Delivered 7.5 releases per quarter.
- Translated customer insights into data-driven priorities, aligning product development with strategic objectives and user behavior trends. Guided the Dev Team to address the most impactful needs first, reducing average resolution time to 5 days.

Product Manager - Area: B2B Engineering and Innovation.

Sep 2022 - Sep 2024

- Milestone tracked, reported, and guided the development, launch, and oversight of IaaS, PaaS, and SaaS [Cloud products](#) in Paraguay. Representing 60% of the company's revenue and achieving success within a year.
- Centralized capacity planning, after-sales customer service and other processes for 12 data centres across different countries, collaborating with 12 project managers. Improved demand management, a 45% reduction in operating costs, and boosted data centre redundancy.
- Maximised Broadcom infrastructure and strategic partnerships with Microsoft Azure and AWS to drive development of company's cloud product portfolio, enhancing service offerings and scalability.

Digital Product Owner - Area: Digital Transformation

Jun 2020 - Aug 2022

- Facilitated cross-functional collaboration to design and deliver digital customer service channels for B2B clients, including a [website](#), an [app](#) and a bot, applying Agile principles and strategic decision-making. Achieved NPS scores of 55 and 29 within the first year.
- Used business analytics to formulate user-centered design strategy to drive adoption and development. Shown a deep understanding of customer behaviour and digital user experience. These strategies were implemented in 12 countries within the company.
- Used agile methodologies in an iterative design process, adapting based on user feedback. Achieved 66.4% of the B2B customer base digitally active monthly and a 27.8% reduction in traditional customer service contacts, saving £12,900 annually by August 2022.

Customer Experience Analyst - Area: Customer Experience.

May 2020 - Aug 2022

- Delivered annual savings of £26,000 by project managing the transition from paper to electronic invoicing. Utilized customer journey mapping and persona creation to identify key customer pain points and gathered feedback that ensure an improved customer experience.
- Fulfilled technical specifications from the Ministry of Economy and Finance, making company first in Paraguay's Telecommunications sector to launch initiative.

NATIONAL UNIVERSITY OF ASUNCIÓN, SCHOOL OF ENGINEERING

Sep 2017 - Aug 2021

- **Project Formulation and Evaluation, teaching assistant:** Supported over 40 students in developing entrepreneurial projects by guiding business model design, market research, and feasibility analysis, while helping them apply financial tools such as NPV, IRR, and risk assessments.
- **Numeric Methods, teaching assistant:** Led MATLAB-based tutorial sessions for 60+ students to solve complex mathematical models using iterative methods, improving student understanding and performance in applied math.

EDUCATION

UNIVERSITY COLLEGE LONDON*MSc in Entrepreneurship (pending award). Average: 72.28 (distinction expected)*

London, United Kingdom

Sep 2024 - Sep 2025

- Led the development and strategic positioning of *Safe to School*, a startup focused on child transportation safety, pitched at UCL's MSc Entrepreneurship Pitch Day 2025 and awarded a Business Trek to Milan – Italy and a AI and Sales course in Copenhagen Business School
- Applied tools such as Lean Startup, Customer Conversation, User Personas, Business Model Canvas in real-world projects and venture analysis.

NATIONAL UNIVERSITY OF ASUNCIÓN, SCHOOL OF ENGINEERING*Bachelor of Science in Industrial Engineering - GPA: 4.72/5.00 – Distinguished Graduate*

Asunción, Paraguay

Jul 2014 - Dec 2020

- Dissertation: Developed a recycling plant proposal aligned with the company's strategic goal of embedding circular economy principles into its operations. The project combined sustainability-focused investment planning with operational efficiency, resulting in a 20% cost saving within one year.

UNIVERSITY OF APPLIED SCIENCES - HOCHSCHULE DARMSTADT*Bachelor of Science in Industrial Engineering, Exchange Student, DAAD Scholarship Holder*

Darmstadt, Germany

Sep 2019 - Feb 2020

- Studied EU's political, social and economic framework. Enhanced public speaking, presentation and reporting skills in English.

ADDITIONAL INFORMATION

- Spanish (native), English (fluent), Portuguese (fluent).
- Obtained a "[Business Analytics: making decisions through data](#)" course certificate from the Cambridge Judge Business School.
- Obtained a Strategic Planning and Balanced Scorecard certificate from the National University of Asunción, focused on translating strategy into operational goals using Balanced Scorecard and Strategic Maps to align teams and enhance organizational performance.
- Champion in the University College London (UCL) and Microsoft Excel Collegiate Challenge (MECC) Excel Championship.
- Proficiency in:
 - **Product Design:** Figma, Jira
 - **Data/Analytics:** Tableau, Power BI, Google Analytics
 - **Programming:** Matlab, C++
 - **CRM/Business Tools:** Salesforce, Siebel, Microsoft Office (PowerPoint, Word, Excel, SharePoint).
 - **Strategy Frameworks:** Porter's Five Forces, Business Model Canvas, Lean Canvas.
- Finalist in the University College London School of Management Pitch Competition, awarded a Milan Trek grant to visit innovative industry leaders in May 2025, including Walt Disney World Company, Ferrari Factory, Consorzio del Formaggio Parmigiano Reggiano, Luxury marketing agency Ykone, and others, to learn how they implement best practices for operational efficiency.
- AI and Sales course at the Copenhagen Business School Summer University - July 2025.