

Fernando Calpacci Sgarbi

**Operation Manager and Sales/Customer Support
Systems and Aerostructures**
MBA and Engineering Specialization

São José dos Campos- SP

☎ skype: f.c.sgarbi

☎ +55 (12) 8178 0809

(12) 3206 9234

fernandosgarbi@yahoo.com or fernando.sgarbi@yahoo.com

SUMMARY

Professional with 13 years experience being the last position as an operation manager in UTC (Goodrich) for south America customer service unit (MRO)

Experience in operation, sales and leadership position which requires technical knowledge and results performance.

MBA in business administration (FGV), engineering specialization and other course contribute to the skills.

Customer relationship and technical support for sales gains.

My objective is to work in companies which require management, business and operation performance increase, with focus on people development and strong accomplishment of business strategy and for results in sales.

Objective: Sales Management, Ops Management, Technical Support and Development, Executive or Technical representative, Business development, Site Leader.

Brief Work History

July-2010, 15-March-13

Operation Manager and Sales Specialist UTC (Goodrich) (CFM56, CF 34 and V-2500 program)

- Head of the operation in Brazil for aircraft system and structure in Brazil and South America, people management, applying continuous improvements (Lean- ACE program), cost and budge controls, process improvements.
- One of the leaders (staff) for the facility relocation process to implement a new site in another town certifying under quality requirements and technical requirements.
- Strong team leadership, process management, lean philosophy, Kaizen leader, result and driver measures implementation, 5s, following value stream map.
- Planning all steps of the production / operation with controls.
- EHS commitment.
- Execute finance returns analysis for investments.
- Develop and execute an effective communication plan for the facility operation.

Sales:

- Communicate customer requirements and expectations to the functional organization. (Voice of Customer)
- Interface directly with the customer on contractual requirements and requests for information regarding pricing, time delivery, part availability and status, quotation, etc. Strong customer focus and lean application (problem solving).
- Coordination on sales and annual targets accomplishments,
- Coordinated and resolved contract/program issues, act as focal point within the organization for various customer initiatives. Administer regional contracts and data reporting requirements.
- Administer engineering change process; initiate, follow-up and coordinate with affected departments and assert to customer. SAP implementation for sales matters (billing process, parts costs and price by work order).
- Provide technical and commercial support to channel partners when needed and organize meetings for negotiation with customers and other internal departments. Relationship with US company dept.

May 09-July/10 - OIL and GAS Market

Contract and Planning Supervisor

Sparrows BSM

- When in field activities, the responsibility was to supervise a maintenance team and manage the planning/budge.
- Customer liaison and support, interfacing with Rig managers and superintended.
- Responsible for planning the offshore maintenance activities and to guaranty the repairs on time manner.
- Negotiation of service prices and repairs TAT

Subsea Engineer

Diamond Off-shore

- Maintenance activities in Offshore Rigs as a Cameron BOPs and other related subsea

2001 – 19 Jan 2009

EMBRAER

Airworthiness Engineer, (EMB-120, EMB170/190, EMB-135BJ and Defense) (Part 23, 25 and 21)

- Airworthiness activities coordinator for military, commercial and E-Jets programs, for systems, airframe and maintenance subjects.
Liaison with government organizations for products certification processes for high technology matters. Responsible for committee meeting organization between manufactory and external organizations (FAA, EASA, ANAC, TCCA) to define details for systems and airframe maintenance tasks.
Main author of several technical reports.
Provided engineering technical support on certification process for product and maintenance plan manuals (MRB and CMCC).

System Safety Integration Engineer, (Commercial Aviation, EMB 170/190 program), multidiscipline area

- Team lead for test campaign, planning and executing tests on aircraft systems to comply with analysis performed
- ACFT and System failure analysis and determination of failures criticalities,
- Author of several technical reports for certification process regarding safety assessment based on ARP 4761 and 4754
- System Safety Assessment elaboration and analysis (ACFT and System Level). (mechanical / electrical / avionics)
- Main author of several technical reports for aircraft certification programs.

2001 - Hydraulic System Engineer (2001) - hydro mechanical engineer, EMB 145

2000-2001 - Mercedes-Benz (Process engineer in a trainee program)

University Research- Optical Fiber Device Project

EDUCATION

2011- 2013 MBA, FGV Fundação Getulio Vargas- Gestão Empresarial e Comercial.

2004- 2005 Engineering Specialization, emphasizing Customer Support- ITA and Embraer Trainee Programme.

1996- 2001 Mechanical Engineer and Production at UNIFEI- “Federal University Engineering of Itajuba”

1992 -1995 ETEP- Technical High School, Industrial Automation- Brazil,

2007 and 2006, FAA academy courses- Systems and Airframe job function

Fernando C. Sgarbi- Mar/13