

LUIS A. FERNANDEZ DALO

OPERATIONAL EXCELLENCE & PROCESS IMPROVEMENT LEADER | QUALITY SYSTEMS & SUPPLY CHAIN

Miami, FL | U.S. Citizen | Trilingual: English, Spanish, Portuguese
luisfernandezdalo@gmail.com | PMP® | ISO 9001 Lead Auditor | ASQ Six Sigma Green Belt

PROFESSIONAL SUMMARY

Operational Excellence, Process Improvement, and Quality Systems leader with 20+ years driving measurable efficiency, cost reduction, and regulatory compliance across regulated, multi-site, and multi-country operations. Track record leading Quality Management System (QMS) maturation and ISO 9001 audit programs, applying DMAIC, Lean Six Sigma, and Value Stream Mapping to standardize processes and eliminate variance, and partnering with Finance to quantify and validate \$200,000+ in recurring annual cost savings. Experience managing regulatory compliance in safety- and quality-critical environments — including TSA/IATA air-carrier requirements and Good Distribution Practice (GDP) — with a background well suited to the operational rigor, multi-site governance, and safety culture demands of Oil & Gas operations. Skilled in building executive KPI dashboards, leading cross-functional and distributed teams, and standardizing governance across global operations. PMP®, ISO 9001 Lead Auditor, and ASQ Six Sigma Green Belt certified, with a Master's degree in Logistics & Supply Chain Management.

CORE COMPETENCIES & ATS KEYWORDS

- Operational Excellence & Process Improvement • Lean Six Sigma & DMAIC • Value Stream Mapping & Process Standardization
- Quality Management Systems (QMS) & ISO 9001 Lead Auditing • Regulatory Compliance (TSA, IATA, GDP) • Internal & External Audit Execution
- Multi-Site & Multi-Country Operations Governance • Supply Chain & Logistics Management • Cost Reduction & ROI Quantification
- KPI Dashboards & Executive Reporting • Data-Driven Decision Support • Risk & Dependency Management
- Cross-Functional & Distributed Team Leadership • Change Management & Training • Stakeholder Engagement
- Tools: Jira • Power BI • Lucidchart • Microsoft Project • Monday.com • ClickUp
- Certifications: PMP® • ISO 9001 Lead Auditor • ASQ Six Sigma Green Belt

PROFESSIONAL EXPERIENCE

WORLDWIDE BIOPHARMA CORP | Miami, FL

Head of Quality, Supply Chain & Operational Excellence

2020 – February 2026

- Led cross-functional process improvement initiatives, applying DMAIC and Value Stream Mapping to identify inefficiencies and redesign workflows across multi-site operations.
- Standardized 30+ core workflows into unified SOPs using Lucidchart, reducing process variance and supporting scalable, repeatable operations.
- Led maturation of the organization's Quality Management System (QMS), maintaining ISO 9001 and Good Distribution Practice (GDP) compliance and preparing the business for successful certification and external audits.
- Maintained regulatory compliance for a licensed/certified air carrier under TSA and IATA requirements, coordinating audit readiness and documentation across quality, operations, and logistics teams.
- Developed and maintained executive KPI dashboards and reporting packages in Excel and Power BI, providing leadership visibility into project progress, performance trends, and outcomes.
- Managed project plans, timelines, and risk and dependency tracking using Monday.com, Microsoft Project, Jira, and ClickUp to keep initiatives on schedule and within scope.
- Coached and mentored cross-functional teams, supporting stakeholder readiness and training for new processes and workflows.
- Led root cause investigations and corrective action tracking (DMAIC/CAPA), sustaining process improvements and reducing recurring issues.

Quality Governance & Process Improvement Consultant

01/2018 – 04/2020

- Advised corporate clients on process optimization and governance frameworks ahead of market expansions, applying structured problem-solving approaches.
- Established document control and procedure standardization practices, building repeatable documentation frameworks to support compliance and operational consistency.
- Applied formal project management practices to track milestones, facilitate cross-functional working sessions, and deliver executive status communications.

BLACK BOX / ATOS | Latin America & Caribbean Region

Regional Service Line Manager – Operations & Quality

05/2007 – 01/2018

- Directed regional operational governance and service delivery across multi-country hubs, safeguarding account health for 2,500+ client accounts.
- Partnered with cross-functional sales, field operations, and vendor teams to streamline processes and reduce incident resolution times by 20%.
- Implemented a standardized ITIL operating model across regional sites, partnering with Finance to quantify and validate \$200,000+ in recurring annual cost savings.
- Facilitated executive QBRs and multi-site performance reviews, aligning field execution with strategic goals and achieving a 100% account retention rate.

EDUCATION

- Master of Science (M.S.) – Logistics & Supply Chain Management | Florida International University (FIU) – Miami, FL
- Bachelor of Science (B.S.) – Electronics Engineering | Universidad Simón Bolívar – Caracas, Venezuela

CERTIFICATIONS & CREDENTIALS

- Project Management Professional (PMP®) – Project Management Institute
- ISO 9001 Lead Auditor – CQI-IRCA Certified
- ISO 27001:2022 Lead Auditor Training – Certificate of Completion
- ASQ Six Sigma Green Belt (SSGB) – American Society for Quality
- Good Distribution Practice (GDP) Certified
- SAP Student Recognition Award – SAP Next-Gen / FIU

LANGUAGES

- English (Fluent) • Spanish (Native) • Portuguese (Intermediate)