

# CARLOS EDUARDO GOMES DA SILVA

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## EDUCATION

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2002 - 2004      Marriott School of Management, Brigham Young University (BYU)      Provo, Utah

**Master of Business Administration (MBA) – Supply Chain**

1980 - 1984      Paulista University (UNIP)      Sao Paulo, Brazil

**Bachelor of Science - Mechanical Engineering**

## PROFESSIONAL EXPERIENCE

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1999 - 2002      Sao Paulo Subway Company – Metro      Sao Paulo, Brazil

**Mechanical Workshop Manager**

- Managed engineers, technicians, welders, and mechanics (a total 110 employees) that performed the train equipment maintenance, and reorganized teams, reducing workforce by 15%
- Managed fleet of 150 vehicles (special vehicles and trucks) used in the subway maintenance, implemented fleet management process that improved vehicles availability to 90%
- Led the Internal Work Security/Safety Commission, reduced the number of work accidents from 5 to 4 per month in the subway main depot
- Implemented ISO 9002 on the Mechanical Workshops

1993 - 1999      Sao Paulo Subway Company – Metro      Sao Paulo, Brazil

**Mechanical and Electrical Maintenance Manager**

- Coordinated maintenance of a fleet of 450 escalators and elevators, and implemented the benchmarking process that improved the escalators availability to 99%
- Managed engineers, technicians, electricians, and mechanics (a total about 120 employees) who performed the mechanical and electrical preventive maintenance for Metro equipment, and reduced in 40 % the level of failures on all equipments under my authority
- Facilitated and motivated the introduction of Total Quality Management in all mechanical and electrical maintenance teams
- Conducted the implementation of standard operation procedures in all mechanical and electrical maintenance teams

## ADDITIONAL COURSES

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- Management for Excellence Program – Sao Paulo Subway Corporative University – 2002
- Fleet Management Training Course – Brazilian Logistic Association - 2002
- Business Management Executive Course – National Graduation Course (INPG) – 1999/2000
- Process Management Training Course – Sao Paulo Subway Company – 1999
- The Total Quality Management Program for Brazil – The Association For Overseas Technical Scholarship (AOTS) – Japan, 1998
- Reability Centered Maintenance II Training Course – Aladon – 1998
- Benchmarking Training Course - Sao Paulo Subway Company – 1998
- The Human Element Training Course – Marcondes Organization Behavior – 1997

## LANGUAGES AND COMPUTER SKILLS

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- Portuguese (native language), English (advanced level), Spanish (intermediate level)
- Windows XP, MS Excel, MS Word, MS PowerPoint, Internet Explorer, Outlook Express, MS Outlook.

## INTERESTS AND ACTIVITIES

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- Music (play piano), Hiking, Swimming, Family

## VOLUNTEER EXPERIENCE

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- Worked as Ecclesiastical Service Leader (Bishop) for The Church of Jesus Christ of Latter-day Saints (2000 – 2002) and performed several tasks: tended to the poor; responsible for 35 young men and women; managed the ward's finances; led in spiritual matters.