

Robson Albuquerque de Araújo

Acton, MA, 01720

rob_albuquerque@icloud.com

+1 (774) 518-4234

Dear Hiring Manager

I am writing to express my interest in the IT Manager position with a focus on Financial Control at that Company. With over 15 years of experience in IT and three years in financial cost control management, I have honed my skills in strategic business solutions, team leadership, and financial optimization. I am confident that my expertise aligns well with the needs of your team.

Throughout my career, I have consistently demonstrated my ability to manage complex financial operations, lead cross-functional teams, and enhance business processes to improve profitability. My experience at Tivit Services Brazil and Hewlett-Packard Brazil has given me a deep understanding of financial controls, KPI management, and client relations, making me well-equipped to contribute effectively to your organization.

I am particularly impressed regarding this company's values. I am eager to bring my skills to a dynamic and innovative environment like that. Additionally, I am seeking an opportunity that provides visa sponsorship, allowing me to contribute to your company's success while growing professionally in the USA.

Thank you for considering my application. I look forward to the opportunity to discuss how my background, skills, and certifications can benefit that Company]. I am available at your earliest convenience for an interview.

Sincerely,

Robson Albuquerque de Araújo

Robson Albuquerque de Araújo

Acton, MA, 01720

rob_albuquerque@icloud.com | +1 (774) 518-4234 | [LinkedIn](#)

Objective

Seeking a challenging IT Manager with Financial Controllers skills position that offers visa sponsorship and leverages my extensive experience in IT management and cost control to drive organizational success.

Summary of Qualifications

- Over 15 years of experience in IT management and 3 years in financial cost control.
- Expertise in business strategy, data analysis, and contractual KPI management.
- Strong skills in customer relationship management, business optimization, and operational strategy.
- Proficient in IT outsourcing, KPI, ISO, SLA, and ITIL standards.
- Proven track record in delivering projects on time and improving contract profitability.
- Advanced English proficiency.
- Quickbooks, Go Hi Level, Hubspot, Asana, MS Office and Meta Platform etc

Professional Experience USA

Unique Details

Office Manager - Jun 2023 - Oct 2023

- Managed the HR team.
- Processed weekly payroll for over 600 employees using Heartland software.
- Issued invoices and managed payment control.
- Oversaw IT solutions for fleet cleaning operations.

United State Siding, Roofing Painting

Project Manager - Feb 2024 - Jul 2024

- Managed a team of subcontractors in residential renovation projects.
- Handled payment processing and tracked projects from start to finish.
- Provided clients with project status updates.
- Oversaw debris removal management.
- Managed social media and email marketing campaigns.

Luema Service

Office Manager - Jul 2024 – Dec 24

- Managed social media and email marketing campaigns.
- Oversaw financial management using QuickBooks Online.
- Supervised team management through QuickBooks Time.
- Conducted client acquisition visits and provided customer service.
- Utilized Go High Level CRM for customer relationship management.

Teos Flooring

IT Manager - Jan 2025 – Now

- Managed social media and email marketing campaigns.
- Oversaw financial management using QuickBooks Online.

- Supervised team management through QuickBooks Time.
- Inventory management, pickup and delivery with processes organized in Trello
- Customer communication and installation scheduling

Professional Experience Brazil

Tivit Services Brazil

IT Manager and Cost Controller - August 2019 – March 2023

- Managed monthly cost/revenue analysis for a department with 1,500 employees.
- Controlled expenditures with field service contracting partners.
- Provided executive support across various internal company departments.
- Led a team of Power BI analysts to develop data-driven dashboards and reports.
- Monitored executive and director KPIs for external clients.

Wipro Services Brazil

IT Team Manager/SDM - July 2018 – July 2019

- Managed IT activities for Pernambucanas, overseeing 24/7 Service Desk and Field Services teams.
- Focused on SLA, TMA, TME, and KPI management.
- Oversaw financial health, cost forecasting, and periodic client performance evaluations.
- Presented quality indicators and maintained client relations through regular meetings.

Ricoh Service Brazil

Contract Coordinator / SDM - November 2013 – June 2018

- Coordinated print/graphic projects for major clients such as KPMG, Banco Votorantim, and Petrobras.
- Managed a team of over 60 staff in print outsourcing projects.
- Enhanced client interactions through regular visits and presentations of quality indicators.
- Participated in change management meetings and developed customer automation solutions.

HP - Hewlett-Packard Brazil

Service Desk Global Manager/SDM - February 2003 – April 2013

- Managed up to 150 IT support agents for clients including GM, Vale Mining, and NET TV.
- Monitored performance indicators and managed crisis action plans.
- Ensured compliance with IT infrastructure and real estate standards.
- Conducted international meetings and handled customer surveys and complaints.

Education

- College in KPCA/USA - 2025 -2028
- MBA, Business Controllership (2020-2021)
- Leadership Training (2012-2020)
- MBA, Human Resources - São Caetano do Sul Municipal University - USCS
- People Management in Organizations - Universidade Bandeirantes - UNIBAN (Dec 2007)

Certifications and Training

- ITIL V3 Foundation Certificate
- ISO 20000 Certificate
- PMP Basic and Advanced Certificates
- SAP Support N1
- Agile Basic

Languages

- English: Advanced, ESL A4
- Spanish: Basic
- Portuguese: Native