

Alexandre Pasquini

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PROFESSIONAL SUMMARY

Business development, operations, and sales-adjacent leader with 10+ years of experience driving B2B market expansion, client relationships, and revenue growth across B2B, technology, and service-based industries. Proven ability to open new markets, build long term partnerships, manage full client lifecycles, and translate complex solutions into clear business value. Experienced working with decision-makers, property stakeholders, and technical teams. Multilingual and currently pursuing a Master's in Artificial Intelligence.

CORE SKILLS

Business Development, B2B Sales, Market Expansion, Account Development, Lead Generation.

Client Relationship Management, Stakeholder Engagement, Negotiation

Territory Management, Field-Based Sales, CRM Tracking

Process Optimization, KPI and SLA Management, Cross-Functional Collaboration

WORK EXPERIENCE

BUSINESS PROFESSIONAL INTERN (CPT) — August 2025 – Present

Siemens Energy - Orlando, FL

- Support process automation and project organization initiatives across business operations
- Assist in structuring and streamlining internal workflows to improve efficiency and cross-team visibility
- Collaborate with technical and business stakeholders to identify automation opportunities
- Contribute AI/ML coursework knowledge to practical process-improvement projects
- Maintain project documentation and tracking to support delivery timelines

SERVICE / OPERATIONAL MANAGER - January 2025 – August 2025

Minsait - Lisbon, Portugal

- Managed client-facing service operations impacting customer satisfaction, contract performance, and retention.
- Oversaw service desk, logistics, planning, and technical support teams.
- Monitored KPIs and SLAs to ensure service delivery aligned with client expectations.
- Collaborated with commercial, technical, and leadership teams to improve operational efficiency.
- Supported long-term client relationships through consistent follow-up and performance reviews.

TERRITORY MANAGER - March 2023 – December 2024
NCR Atleos - Lisbon, Portugal

- Managed territory-level client relationships across banking and retail sectors
- Worked directly with business owners, facility stakeholders, and decision-makers
- Identified new business opportunities and expanded existing accounts
- Coordinated installations, maintenance, and training with technical teams
- Acted as the primary point of contact between clients and internal teams
- Developed and expanded B2B accounts through relationship-building and opportunity identification
- Supported sales and account growth through on-site presence and relationship management

COUNTRY MANAGER - January 2014 – February 2023
Autocab, an Uber Company - São Paulo, Brazil

- Led national market operations and business growth initiatives
- Built and managed strategic B2B partnerships
- Expanded market share by 50 percent in under one year through improved commercial and operational strategy
- Worked closely with clients to define project scope, feasibility, and rollout plans
- Supported revenue growth through long-term relationship development and client retention.
- Represented the company with executives, partners, and enterprise customers.

TECHNICAL OPERATIONS MANAGER - September 2010 – December 2013
Autocab, an Uber Company - São Paulo, Brazil

- Supported client onboarding and ongoing account operations
- Coordinated technical deployments and service support
- Documented workflows to improve service consistency and scalability
- Assisted in client communication and post-sale support

EDUCATION

Atlantis University – Miami, FL

Master of Science in Artificial Intelligence – *Expected July 2027*

Anhanguera University – São Paulo, Brazil

Bachelor's Degree in Information Systems – Dec 2022

CERTIFICATIONS

- PMP – Project Management Professional
- PMBOK
- EXIN Agile Business Professional
- ITIL 4.0
- COBIT 2019 Foundations
- Security Awareness Fundamentals

LANGUAGES

English (Fluent) | Spanish (Fluent) | Portuguese (Native)