

# Cristina Santamarina

[hola@cristinasantamarina.com](mailto:hola@cristinasantamarina.com)

## EXPERIENCE

### **eHealth Africa** – *Guinea Information Systems Advisor*

GUINEA, DEMOCRATIC REPUBLIC CONGO

DEC 2015 - JUL 2016

- Built a seven people software team in Guinea
- Product ownership for a National Health Information System in Guinea, piloted in eight health facilities in remote areas
- Requirements gathering, specification and field rollout for sleeping sickness software in remote areas of Democratic Republic of Congo (DRC)
- Created a capacity building program for african developers sponsored by Paul G Allen Family Foundation (PGAFF)
- Reported to the Bill and Melinda Gates Foundation (BMGF), the World Health Organisation (WHO), the Institute of Tropical Medicine in Antwerp (ITM), PGAFF and the Guinea and DRC Ministries of Health

### **eHealth Africa** – *Project Manager*

GERMANY, LIBERIA, DEMOCRATIC REPUBLIC CONGO, GUINEA

DEC 2014 - NOV 2015

- Project management and field rollout for ebola response software in Liberia
- Pre-sales stakeholder meetings and and field collection of requirements for sleeping sickness software in DRC
- Project management for malnutrition surveys software in Nigeria
- Designed internal management processes and templates
- Reported to Unicef, the Centres for Disease Control (CDC), BMGF and the Liberia and DRC Ministries of Health

### **Cristinasantamarina.com** – *Freelance*

GERMANY

FEB 2012 - NOV 2014

- Project management and business development for Cobot, Asquera, Quaderno, Devolute
- Promoted women in tech through the organisation of Rails Girls workshops in Germany, Czech Republic and Spain
- Led the coworking wiki team with five people in three countries
- Organised MRGN and the Elasticsearch User Group monthly events in Berlin
- Spoke at Rupy 2012, Campus Party Berlin 2012, Campus Party London 2013, Europe and Spain Coworking Conferences 2013-14

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## **Regus** — *Global Operations Project Manager*

CZECH REPUBLIC

JUL 2007 - NOV 2012

- Billing operations and processes for EMEA
- Part of the centralization process of administrative tasks for all EMEA offices to Prague and then of all global offices to a shared services centre in Manila
- Software change requests, testing and rollout trainings
- Processes redesign, documentation and rollout
- Recurring and ad-hoc reporting for C-levels on financials and process compliance
- Previous positions held in the company:
  - Customer Service Representative
  - Senior Customer Service Representative
  - Billing Exceptions Agent
  - Billing Agent
  - Senior Billing Coordinator
  - Billing System Administrator

## **HARD SKILLS**

- Agile and SCRUM
- Proposal writing
- Communications
- Documentation
- Budget planning
- Budget monitoring
- HTML, CSS, Rails, JS
- Git, Github
- JIRA, Redbooth
- Kanban, Zenhub
- IBM Blueworks
- BPMN
- Process redesign

## **SOFT SKILLS**

- Team leadership
- Team building
- Prioritization
- Pitches
- Presentations
- Capacity building
- Relationship building
- Customer satisfaction
- Cultural awareness
- Self-motivation
- Process thinking

## **LANGUAGES**

### **Full Professional**

Spanish, English

### **Conversational**

French, Italian, German

### **LOOKING FOR**

Program Management  
Business Development  
Team Leadership  
Capacity Building

References for all held positions available upon request