

**ANA RITA CABRITA CAEIRO DE MATOS GLÓRIA**  
**Technology & SaaS Operations Executive | IT Service Delivery**  
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## SUMMARY

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Technology and SaaS operations executive with 10+ years of experience across the energy, utilities and mobility sectors, leading IT service delivery and transformation programs mainly across EMEA. Skilled in applying Agile and Lean methodologies to improve service quality and transparency, structuring operational governance, automating workflows and leading cross-functional teams. Strong background coordinating multi-system software delivery in complex enterprise environments, regularly engaged at executive level in global, matrixed settings. Currently expanding expertise in AI, automation and orchestration, applying these concepts through Executive MBA work and hands-on prototyping.

**Skills:** SaaS Operations & IT Service Delivery | Lean Six Sigma | Agile | Digital Transformation | KPI & Performance Management | Data-Driven Decision Making | Cross-functional Leadership | Connector & Collaborator | Execution-Focused & Purpose-Led | Executive Communication | CRM & ERP Systems (Salesforce, Oracle CCB, SAP)

## PROFESSIONAL EXPERIENCE

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### **Technology Development Advisor and Consultant Freelance, Lisbon (01/2025-Present)**

Providing advisory work to international expert networks on technology/software delivery and process optimization. Currently expanding expertise in AI, automation and orchestration through practical development work and experimentation.

- Designed a functional AI-powered mobile prototype, integrating OpenAI and ElevenLabs to explore AI-driven behaviour models and workflow orchestration concepts.
- Exploring n8n to build workflow automations for an F&B client and internal initiatives, including notifications, multi-system data sync, automated task generation and AI-powered operational insights.

### **IT Operations Director**

#### **Emotion Mobility Group, Lisbon (09/2023-12/2024)**

Led SaaS operations and service delivery for 200+ enterprise clients in 90+ countries, covering onboarding, support and coordination with engineering, product and commercial teams. Focused on creating operational structure, visibility and workflow governance across the customer lifecycle.

- Scaled Lisbon-based operations by 150%, hiring and restructuring teams to sustain 20% ARR growth (€1.0M) while maintaining high service quality.
- Built operational governance frameworks, including SOPs, swimlanes and workflow rules, establishing process consistency and transparency through performance dashboards and executive reporting routines.
- Implemented workflow automations and system integrations between Jira, ServiceNow and Pipedrive to reduce manual work and streamline global cross-team collaboration.

## **Program Manager (Energy & Utilities)**

### **Accenture Technology Solutions (Delivery Center), Lisbon (07/2016-08/2023)**

Led multi-country delivery programs for major utility clients across Portugal, Spain, Italy and Poland, coordinating cross-functional teams and aligning business processes with technology solutions (Sales, Customer Care, Asset Management).

- Served as SPOC for Sales & Customer Care in Portugal and Spain for 3 years (4 B2B entities), coordinating ~10 cross-functional professionals and managing end-to-end delivery on Oracle CCB.
- Supported the migration from Oracle CCB to Salesforce, ensuring data readiness.
- Oversaw Salesforce rollouts in Italy and Poland (Sales & Communities), leading remote delivery through design, testing and successful go-live.
- Acted as Product Owner for Salesforce Portugal (Construction & Asset Management), managing a €1M/year development budget and coordinating releases across two business units.

## **IT Consultant**

### **Novabase, Lisbon (04/2014-06/2016)**

Built a Java-based MVP for a national utility provider in Cape Verde, covering business workflows and design-thinking practices.

## **R&D Researcher - Predictive Modelling**

### **INESC-ID, Porto Salvo (09/2012-03/2014)**

Built predictive ARIMA models in R for SME energy efficiency under PPEC funding, presenting results at the 3E Forum and contributing to Horizon 2020-aligned initiatives

## **EDUCATION**

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Executive MBA (in progress), Quantic School of Business and Technology

MSc in Sustainable Energy Systems, Instituto Superior Técnico, 2013

BSc in Physics, University of Lisbon, 2012

Integrated MSc in Energy and Environment Engineering, University of Lisbon, 2011

## **CERTIFICATIONS**

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AI Project Manager Foundation Professional Certification - Certiprof (2025)

AI Essentials for Project Managers - LinkedIn (2025)

Lean Six Sigma Black & Green Belt - Certiprof (2025)

Value Stream Management & Agile Metrics for Success - PMI (2025)

Design Sprint & Business Model Canvas - Certiprof (2025)

Professional Scrum Product Owner I (PSPO I) - Scrum.org (2023)

Salesforce Adventurer & Oracle Utilities Implementation Assessment (2020-2019)

## **ADDITIONAL INFORMATION**

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**Languages:** Portuguese (native), English (fluent), Spanish (intermediate)

**Tools:** Salesforce • Oracle CCB • SAP IS-U • ServiceNow • Atlassian (Jira Software, JSM, Confluence, Advanced Roadmaps, XRay, eazyBI) • n8n • Zapier • Twilio • Google AI Studio • OpenAI & ElevenLabs APIs • R • SQL • Java (Spring Boot) • Flutter (Dart) • Firebase • Sentry • Render • Docker • GitHub