

SÒNIA LAVILA SEGURA

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🌐 <https://sonialavila.com>

PROFESSIONAL SUMMARY

Senior operations and service management professional with 18+ years of experience in managing complex environments and supporting decision-making under pressure.

Specialized in service operations, incident management, and process optimization, with a strong focus on ensuring service continuity and operational efficiency.

Experienced in coordinating teams, suppliers, and stakeholders, aligning operations and driving improvements in high-demand environments.

Strong analytical mindset with the ability to assess situations, understand impact, and make structured.

CORE SKILLS

- Operations management & service delivery
- Incident management & service continuity
- Team and supplier coordination
- Process design and optimization
- KPI definition and operational control
- Data-driven decision making
- Risk and impact analysis
- Executive support and decision facilitation Service operations & governance

TECHNICAL SKILLS

- Power BI (Microsoft Certified) – dashboards and decision support
- SQL & R – data analysis for operational and strategic management
- Process automation (Power Automate)
- Information systems design for monitoring and control
- Knowledge of Cloud and emerging technologies (AI)

PROFESSIONAL EXPERIENCE

CTTI – IT Service Management

2025 – Present

- Operational coordination and management of critical IT service incidents
- Collaboration with suppliers, technical teams, and service managers
- Decision support in high-impact and time-sensitive situations
- Process improvement and operational control of services Coordination of critical IT service incidents

Operations Director – CONTREDI

2017 – 2024

- Operations management and definition of control and governance models
- Performance, efficiency, and margin control
- KPI definition, dashboards (Power BI), and executive reporting
- Process optimization and operational improvement
- Coordination with management, teams, and clients

EDUCATION

- Architecture Degree, Universitat Politècnica de Catalunya (UPC)
- Master's Degree in Mathematics (Teacher Training), Universitat Politècnica de Catalunya (UPC)

CERTIFICATIONS

- Microsoft Certified: Power BI Data Analyst Associate
- AI Fundamentals Certification, DataCamp
- SQL for Data Analysis, Universitat Oberta de Catalunya (UOC)
- Training in Cloud Computing (Azure, AWS), LLMs and Generative AI

LANGUAGES

- Catalan: Native
- Spanish: Native
- English: Upper-Intermediate (B2)
- Portuguese: Intermediate