

**Rebeca Casillas Aguilar**  
**Master's in Business Administration**

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**MBA** 2023 at Universidad Internacional de la Rioja (UNIR)

**Bachelor's Degree: Industrial Management** at IPN UPIICSA 2012.

**Experience:**

- **Associate Consultant-Strategic Planning**

González de Araujo Consultores

May- Jul 2025

- B2B customer service: coordinating work related to integrated projects with 3 customers
- Strategic and alignment meetings with stakeholders: presenting results of integrated projects
- Internal business diagnosis for improvement actions across 3 main areas

- **Project Administrator**

International Maize and Wheat Improvement Center (**CIMMYT**), SAS

Sep 2019- Dec 2024

- Budget proposals, burn rate analysis, proposal development, various paperwork
- Coordination and communication with enabling units through the project cycle
- Project Management: generation of documents for project control: project charter, annual activity plan, project summary, deliverables schedule, risk management matrix, responsibility matrix, reporting schedule and consolidation of technical reports.
- Follow up with project leaders on project execution, to figure out potential delays, issues, and risks. Managed around 5 to 10 projects simultaneously.

- **Customer Service Advocate**

**AT&T** Grupo Servicios y Soporte S. de R. L. de C. V.

Aug 2017- Feb 2019

- Improved problem solving and resilience,
- Billing, and retention personalized service to promote benefits of contracted services: ATT mobile, INTERNET, VOIP, DIRECT TV, offering new devices, streaming services and tailored solutions. 600 average calls handle per week managed in CRM

- **Document Generation Specialist**

**Tesla/SolarCity**, Servicios de Tecnología Y Administración ILIOSS SA de CV,

Feb 2016 – Feb 2017

- Promotion to Sr. Document Generation Specialist within the first 6 months after training.
- First member on the team to achieve 100% Quality of the documents generated as they were mean to be processed by different utilities and government instances, processing on average 200 contracts per week improving customer experience, generated about 5 documents per contract. Managed CRM and DocuSign.

- **Project Manager Jr**

**Martin's Toys** Industrias Plásticas Martin S.A. de C.V.,

Aug 2015 – Feb 2016

- Brought Customer Service B2B weekly meetings, Elaborated Production Planning, Received Customer Orders, manage customer's supplier referrals sent PO's, in the ERP, Received Invoices, Accounts payable follow-up with finance.
- 3 days' physical audit to customer's supplier referral for order around 1.5 million pieces.

- **Consultant Jr on Business Advisory Services**

Salles Sainz **Grant Thornton**, S.C.,

Sep 2014- Aug 2015.

- Risk Management and Internal Control team projects.
- Updated a Procedure Manual on 3 months' solo project, under manager supervision.
- Prepared government proposals for Consultant Services, under practice director supervision.

**Training:**

- McKinsey Forward Program Jul 2025
- Management skills Feb 2023
- Business Management Nov 2022
- Business Administration Feb 2022

**Languages:**

- Bilingual English 95% FCE B2 70pts.
- French 50% A2

**Skills:**

- Project Management software
- Design thinking
- ISO 9001, ISO 1400, ISO 19001
- Production planning
- Internal Control
- Risk Management, COSO
- Creative Writing skills
- Mexican Law Government Purchase process
- Anti-Money Laundering