

Andrea Valles

Organizational Psychologist & Project Manager

andreavalles5@gmail.com | +56 930 623 882 | [linkedin.com/in/andrea-valles](https://www.linkedin.com/in/andrea-valles) | Santiago, Chile

PROFILE

Organizational Psychologist and Project Manager with over **9 years** leading high-impact projects in SaaS, e-learning, and organizational development across LATAM. Managed multi-client portfolios exceeding **USD 1.2M** across industries including mining, banking, and manufacturing, combining operational structure with deep human understanding.

WORK EXPERIENCE

Director of Projects & Consulting

Oct 2025 – Apr 2026

Wikiflix SpA — SaaS Knowledge Management | LATAM

- Led a regional portfolio exceeding **USD 1.2M** across B2B industrial and corporate environments.
- Managed end-to-end delivery of technology and e-learning projects, ensuring operational standards and measurable results.
- Redesigned the full production system, achieving **123%** growth in audiovisual output within 6 months.
- Drove adoption of Airtable as the central operational interface, professionalizing data-driven decision-making.
- Defined metrics, standards, and governance frameworks to ensure scalability across multiple work cells.

Senior Project Manager

Dec 2022 – Sep 2025

Wikiflix SpA — SaaS Digital Learning | E-learning | LATAM

- Managed a multi-client corporate portfolio on a SaaS digital learning platform across LATAM. Key clients: Molymet, Komatsu, Carozzi, Soprole, Colombina, Fepasa, Agunsa.
- Led end-to-end project execution coordinating multidisciplinary teams (architecture, production, QA, and technology) under defined SLA standards.
- Ensured structured governance in highly regulated B2B industries: mining, banking, and manufacturing.
- Identified structural inefficiencies in production flows, driving early operational improvement initiatives.
- Strengthened executive communication with stakeholders, increasing portfolio strategic visibility.

HR Manager — Mass Recruitment

May 2021 – Oct 2022

Inv. Mora Ovalle SpA — Logistics

- Led the HR department, its OKRs, and budget.
- Recruitment and retention of operational, technical, and technology profiles (front/back end, full stack, data engineer, KAM).
- Implemented Spread School and coaching and mentoring programs for the team.
- Measured organizational climate and culture using proprietary instruments, analysis, and action plans.

HR Manager — IT Recruitment

Jan 2019 – Jan 2021

Fractal S.P.A — Scale-up SaaS | LATAM

- Founded and structured the HR department across LATAM: Chile, Colombia, Mexico, Brazil.
- IT recruitment: Fullstack, back/front end, QA, Product Owner, Data Engineer, UX/UI designers.
- Implemented competency-based management, climate and performance measurement, and wellness programs.
- Reported directly to the CEO during regional expansion and investment cycles

Project Manager — Product & Process Optimization

May 2017 – Jan 2018

Mejoramiento Continuo Ltda. — HR & Technology Consulting

- Simultaneously led HR projects for corporate clients: Coopeuch, Scotiabank, Directv, Salcobrand, and Recsa.
- Defined objectives, KPIs, and acceptance criteria per project.
- Managed budgets, timelines, and development teams under SCRUM methodology.
- Produced structural documentation: process diagrams, data models, user manuals.

EDUCATION

Master's Degree in People Management & Talent

Universidad Andres Bello / Universidad Europea de Madrid · 2021–2023

Bachelor's Degree in Psychology

Universidad de Chile · 2020–2021

Bachelor's Degree in Psychology

Universidad Metropolitana · Caracas, Venezuela · 2010–2016

CERTIFICATIONS

- Diploma in Human Capital Management by Competencies & Organizational Coaching — PSYGroup International, 2016
- Scrum Foundation Professional Certificate (SFPC) — Certiprof, 2020
- People Analytics with Power BI — Udemey, 2020
- Remote Team Management — LinkedIn Learning, 2020
- IT Recruitment — LinkedIn Learning, 2019
- Payroll, Contracts & Terminations — Chamber of Commerce of Santiago, 2019

SKILLS

Project & portfolio management · Agile · Scrum · Kanban · Lean · IT recruitment · Organizational coaching · Competency-based management · Culture & climate assessment · Data analysis · Digital transformation

Tools: Airtable · Jira · Asana · Trello · Notion · MS Project · HubSpot · Power BI · Looker Studio · SPSS · BUK · Talana · Runa · Microsoft Dynamics · Adobe Suite

AI tools: ChatGPT · Claude · Gemini · Copilot · Perplexity · NotebookLM · Gamma · Notion AI · Midjourney · Runway · ElevenLabs · Veo 3 · Sora

LANGUAGES

Spanish — Native · English — Intermediate (B1) · Portuguese — Basic