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Barcelona

(EU) Passport: Spain

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SKILLS

- ✓ **Project Management** ★★★★★☆
- ✓ **Operations** ★★★★★☆
- ✓ **Technological Innovation** (Renewable Energy) ★★★★★☆
- ✓ **Proactive and Decisive** ★★★★★★
- ✓ **Leadership and Teamwork** ★★★★★★
- ✓ **Commercial Skills** (Salesforce ^{UP}, Suppliers) ★★★★★☆
- ✓ **Strategic Thinking** ★★★★★☆
- ✓ **Relationship Building** ★★★★★☆
- ✓ **Topographical, Bathymetric Equipment** ★★★★★☆
- ✓ **AutoCAD, ArcMap, Qgis** ★★★★★☆
- ✓ **CRM** ★★★★★☆
- ✓ **SAP** ★★★★★☆
- ✓ **Microsoft Office** (Excel ^{UP}, PowerPoint, OneNote, Project) ★★★★★☆
- ✓ **Smartsheet** ★★★★★☆

LANGUAGES

- ✓ **Spanish** (native)
- ✓ **English** (Intermediate – High) C1
- ✓ **Catalan** (Basic) A2

NAYO - Natalí Apaza

Industrial Engineering

Master in Nautical and Maritime Transport Management

ABOUT ME

Industrial Engineer with expertise in the maritime sector, focused on business development. Skilled in building B2B/B2C relationships and delivering strategic solutions that drive growth. Experienced in operations management, cargo inspection, supply chain, and offshore.

WORK EXPERIENCE

✓ **Mar Recruitment & Consulting**

(Spain) 2025 – ACTUAL

Business Developer

- I managed and expanded an international client portfolio in **maritime, oil & gas, and energy sectors, achieving 90%+ retention.**
- I led post-sales follow-up, resolving **95%+ of incidents within 48 hours** to ensure customer satisfaction.
- I implemented business **development strategies** and enhanced **B2B client** loyalty through personalized support.

✓ **COTY**

(Spain) 2024 – 2025

Supply Chain – Transport Specialist IBERIA

- I carried out the **Tracking and Planning** of **Land and Sea Routes (Import & Export)**
- I managed the **Booking of Loading and Unloading of Consumer Beauty & Luxury** merchandise for **IBERIA.**
- I optimized the time of **resolution of incidents**, through a method of **real-time** communication with the **Carriers**, which improved the monthly **KPIs from 91% to 96%**

✓ **Cotecna Inspection & Eurohotel Diagonal Port**

(Spain) 2022 – 2024

Customer Success Management (CSM)

- I Created improvement plans and **Commercial Management** (B2B and B2C).
- Managed a **Partner Portfolio** of **more than \$7 million (ARR).**
- Recognized as the **Top Seller** in **up-selling** and **cross-selling** for 5 periods, standing out for consistently exceeding **sales objectives.**

Export Operations & Compliance Engineer

- Inspected and verified cargo and **loading operations** for **export shipments.**
- Prepared **technical reports** on material characteristics, dimensions, and compliance.
- Supervised and measured pallets until final sealing, ensuring quality and regulatory standards.

✓ **CMA-CGM IBERICA S.A.**

(Spain) 2022 – 2022

Operations Officer – Supply Chain

- I coordinated internally and externally with terminals and port authorities.
- I managed **loading** and **unloading bookings.**
- I resolved **operational incidents.**
- I **declared dangerous goods** to the port authorities.

✓ **Directorate of Hydrography and Navigation**

(Peru) 2013 – 2021

Customer Success Manager (CSM) & Electronic Nautical Chart

2019- 2021

- Managed a portfolio of 12 clients (**B2B**) with the US, UK and Japan
- **I Led a team** of 11 people and planned **development strategies.**
- Developed plans that generated opportunities and proposals for continuous improvement.

OTHER PROGRAMS

- ✓ Protel
- ✓ Master Yield
- ✓ Prestige

Operations
Management
Platform

Use a **PMS system**, make **sales** faster and more efficient whether in the **Cloud** or **On-Premise**. Contains features of a **CRM**.

REFERENCES

- ✓ **Víctor Rosas**
Customer Success Manager -
GoSpotCheck by FORM
rosasvgc@gmail.com
Phone: +1 2039624019 (USA)
(Languages: Spanish – English)
- ✓ **Josue Casas**
Maritime Oceanographic Projects -
Canopus Inversiones SA
caseco93@gmail.com
Phone: +51 999851309 (PERU)
(Language: Spanish)
- ✓ **Grethel Herrera La Rosa**
Industrial Engineer – Logistics
grethelherreralarosa@gmail.com
Phone: +34 645603005 (SPAIN)
(Languages: Spanish – French)

Project Management

2017 - 2019

- I managed **Offshore Projects**; such as the **Purchase Management** of the Oceanographic Vessel with Polar capacity **B.O.P. CARRASCO**.
- I planned and coordinated with **suppliers, clients** and different areas of Marketing, Operations, Sales, Administration, Accounting
- I performed **Quality Control** (ISO 9001, 14001, 45001) and Public Tenders.
- I performed **Topographic** and **Bathymetric Surveys** of the **Antarctic** coast and Peru.

Maritime Operations Manager – National Tsunami Warning Center (CNAT)

2014 - 2016

- Coordinated **satellite communications** with U.S. and Japan agencies.
- Monitored seismic and tide data along the coastline.
- Reported **national incidents** related to the Tsunami Warning System.
- Coordinated critical systems and response protocols.
- Supervised the technological availability of monitoring systems.

Hydrographic & Oceanographic Surveyor – Talara Port

2013 - 2014

- Hydro-Oceanographic Observer
- Responsible for **opening** and **closing the port**
- Reporting on the port's oceanographic and meteorological conditions
- **Vessel inspection**

✓ Command of the Third Naval Zone

(Peru) 2010 - 2013

Operations & Supply Engineer

- Monitored and reported monthly fuel consumption and supply levels.
- Managed the **provision of equipment**, hydrocarbons, and essential materials.
- Conducted inspections and quality control of dry materials, groceries, and fuel.
- Ensured compliance with operational procedures and optimized supply chain efficiency.

EDUCATION

- ✓ **Master in Nautical and Maritime Transport Management** FEB 2019 – SEP 2021
Polytechnic University of Catalonia (Spain)
- ✓ **Specialization in Oceanography** JAN 2016 – NOV 2016
Directorate of Hydrography and Navigation (Peru)
- ✓ **Industrial Engineering** AUG 2010 – DEC 2015
Autonomous University San Francisco (Peru)
- ✓ **Professional Training in Hydrography and Navigation** MAR 2007 – JAN 2010
Higher Naval Technological Institute – Peruvian Navy (Peru)

ACCREDITATIONS

- ✓ Administration and programming in enterprise resource planning and customer relationship management systems **CRM – Salesforce**, granted by FCI - Spain.
- ✓ Diploma in **Project Management** (PMI), granted by PUE – Spain.
- ✓ "**Marine Robotics and Drone Technology** in the Marine Environment", granted by GPASEABOTS – Spain.
- ✓ Certificate of the intensive "**Up-Selling and Cross-Selling**" course, granted by Derivalya Business & Training School – Spain.
- ✓ Certificate of "**Training in Social and Investment Projects**, member of the International Module of Postgraduate courses - Lato Sensu in **MBA**", granted by Unilins – Brazil.
- ✓ Professional Update Diploma "**Integrated Automation**", granted by UASF - Peru.
- ✓ Certificate of the course of **AutoCAD** Civil, granted by Replica SRL.
- ✓ Workshop Certificate of "**Damage Assessment and Needs Analysis** - Edan - Peru".
- ✓ Workshop Certificate of the "National Emergency **Operations** - Coen" - Peru.
- ✓ Exhibitor at the "II Fair and Contest of **Export Products**", granted by the UASF.

RECOGNITIONS



Ministerial Resolution No. 2047-2017-DE/SG of the Minister of Defense of the Congress of the Republic of Peru, through which he congratulates the undersigned Natalí Yohana APAZA Llacsá, for the important work carried out for the benefit of the country in the National Emergency Operations Center of the Ministry of Defense (COEN-MINDEF).



I had Academic Excellence in the Professional Career of Industrial Engineering.



I was awarded the President of the Republic Scholarship to carry out post-graduate studies abroad.