

Miguel Boulain de Araújo Correia Galaz

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Date of birth 20/04/1987 | Nationality Portuguese

Residence Portugal



## PROFESSIONAL EXPERIENCE

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### Business Improvement and Process Manager

[Altice Portugal](#), Lisbon, Portugal

2012 – Present

2022 (Customer Experience, Consumer Segment Department); 2017 (Process Management, Commercial Operations Department); 2012 (Business Intelligence; Retail Distribution Department).

- Played a pivotal role as one of the principal testers in the department for the transition to Salesforce as the primary operating software of the organization.
- Evaluated and benchmarked industry processes and offerings, leading to strategic recommendations for business enhancement.
- Discussed, designed, and executed customer journeys to elevate overall customer experience.
- Oversaw the successful execution of the processes of approximately 120 commercial projects over a 5-year period.
- Spearheaded continuous improvement initiatives, identifying, and eliminating redundancies, resulting in substantial time savings equivalent to hundreds of work hours.
- Managed the performance and benefits of over 15,000 outsourcing partners, overseeing monthly subscription revenues exceeding €400k. Implemented a streamlined subscription process, resulting in significant reductions in customer complaint resolution times (3 months to 48 hours).
- Orchestrated a nationwide team of 20 mobile sales experts, achieving an average monthly sales increase of €300k while maintaining a Net Promoter Score of 9.2 and remarkably low employee turnover when compared with the rest of the department.
- Pioneered special projects that resulted in the establishment of a retail academy for training new sales assistants, the implementation of a gamified sales incentive system, the development of project management methodologies, and the championing of process and operations improvement efforts.
- Provided translation services for essential documentation and senior managers' communications. Additionally, contributed hundreds of hours to translating Khan Academy from English to Portuguese.

### Managing Partner

[Prime Matter Consulting Lda.](#), Lisbon, Portugal

2020 – Present

- Headed business development efforts, securing multiple contracts with international scientific and research institutions, fostering consulting arrangements with Family Offices, establishing a scientific consulting partnership (i.e. research Professor at the University of Oxford), representing NGOs at prestigious international institutions, including the Human Rights Council at the United Nations in Geneva, and so on.
- Specialized in operations management (business and process improvement) and political consulting, authoring comprehensive country/market reports that provided valuable insights for clients. Conducted in-depth grant research and managed the entire grant application process, including meticulous editing for submission to renowned institutions such as the European Research Council and Pfizer. Writer and editor of several research reports and papers for publication in scientific journals.

### Outreach Director

[Akshar Foundation](#), Assam, India

2015 – Present

- Drive the NGO's foreign outreach initiatives, providing strategic counsel to the Foundation on international matters and representing the organization at prominent international forums.
- Collaborate with the Foundation for the UK government's funding program, The Turing Scheme, by evaluating and selecting internship candidates from the University of Oxford, contributing to their global study opportunities.
- Leverage extensive experience in the education startup sector to enhance grant applications and communication efforts, successfully gaining recognition for the project through extensive media coverage in renowned news outlets such as The Guardian, CNN, BBC, Time, Forbes, and others.

### Business Development Consultant

[The Educator's Lab](#), (remote)

2013 – 2015

- Actively engaged in the initial stages of the operation, collaborating in brainstorming sessions, process, and customer journey mapping.
- Contributed to the development of the organization's mission, values, and market positioning, helping lay the foundation for its future growth and success.

### Human Resources Consultant

[Elevus – People & Business Results](#), Sines, Portugal

2011 – 2012

- Cultivated and nurtured more than 100 strategic business relationships within the industrial sector, effectively addressing diverse HR requirements.

### Researcher

[Luso American Development Foundation \(FLAD\)](#), Lisbon, Portugal

2009 – 2010

- Conducted extensive research and prepared a detailed report comparing the global reach of the International Baccalaureate system with the American Advanced Placement system.
- Presented this comprehensive report in-person to the then Foundation's President, Rui Machete.

### Assistant Project Coordinator

[Portuguese American Citizenship Project](#), Virginia, USA, and Remotely

2006 – 2011

- Partnered with 21 Luso-American communities to strategize and execute targeted annual civic participation campaigns. Provided essential tools and information to enhance naturalization rates, voter registration, and participation in get-out-the-vote initiatives, boosting civic engagement.
- Managed the intricate logistics of get-out-the-vote campaigns, including the distribution of personalized voter cards to tens of thousands of citizens during each election cycle. Generated comprehensive reports to evaluate and measure the success of these campaigns.

### Research Assistant

[Aphasia Research Centre](#), Maryland, USA

2005 – 2007

- Conducted in-depth analysis of health data collected from patients with Broca's Aphasia.
- Facilitated and led rehabilitation sessions to support patients in their recovery journey.

- Provided vital support to patients during their visits to the National Institutes of Health (NIH), ensuring a seamless and supportive experience.

#### Administrative Assistant

[Men's Health Network](#), Washington D.C., USA

2005 – 2006

- Innovated and implemented an efficient database entry system that streamlined lobbying efforts, enhancing the organization's advocacy capabilities.
- Personally delivered legislative proposals directly to congressional and senate offices in Washington D.C., demonstrating commitment to advancing the organization's mission.

#### EDUCATION AND TRAINING

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Executive MBA, Final Score: **91.02%**, [Quantic School of Business and Technology](#), (remote)

MA International Relations | GPA: 3.43/4.00 (**85.8%**), [IE School of Politics, Economics and Global Affairs](#), Madrid (Spain)

BA Philosophy | GPA: 3.017/4.000 (**75.4%**), [University of Maryland - College Park](#), (USA)

#### PERSONAL SKILLS

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**Languages:** Fluent in English, Portuguese, and Spanish, with a basic knowledge of French.

**Digital Proficiency:** Expert use of Microsoft Windows, Microsoft Office, Google Suite Applications, CRM software, EndNote, and quick to adapt to new software and applications as a digital native.

**Certifications:** Salesforce Trailhead Ranger, Scrum Agile Foundations (14 hours); CSM® Certified ScrumMaster® (24 hours); Querying Data with Transact-SQL (35 hours); Specialization in Gender Equality (58 hours); International Intensive Course on Cancer Biology: Advances in Epidemiology, Etiology and Therapy (40 hours); Customer Service Excellence (24 hours).

**Organizational Involvement:** Elected member of the Odivelas Parish Assembly, Portugal (2021-2025); President of the Assembly of the Association for Blood Donors of Odivelas, Portugal since 2019; Active member of the think tank [Platform for Sustainable Development](#) since 2015; Past President of student-run policy think tank's chapter of [Roosevelt Institute](#) at the University of Maryland – College Park (2007-2009).

**Hobbies:** Avid and eclectic reader, enjoy helping friends and family with their projects, love restoring antique furniture (when time permits), active civic participant, trying to keep healthy, and being a very present father.