

AOC

CONTACT

-  Johannesburg, South Africa
-  andreaordonezc@gmail.com
-  [LinkedIn Profile](#)
-  [My personal website](#)
- 

CORE COMPETENCIES

Operations & Delivery

Team Building & Leadership

Project Management

Systems & Process Design

Programme Management

Product Strategy

Business Development

EDUCATION

- (Hons.) BComm: 2014
Economics & Finance
University of the Witwatersrand
- BComm: Economics & 2013
Finance
University of the Witwatersrand

INDUSTRIES

- Software & Technology AI
- Corporate Finance Manufacturing
- Logistics Fintech Aviation
- Solar energy Travel

LANGUAGES

- Spanish ●●●●●
- English ●●●●●
- Portuguese ●●●●●
- German ●●●●●
- French ●●●●●

REGIONS

- Latin America South Africa
- United States Middle East
- Europe Africa India

Andrea Ordonez Cardenas

OPERATIONS LEADER · CHIEF OF STAFF · DELIVERY STRATEGIST

Operations leader with 11+ years of experience improving business performance across multiple regions. Brings structure to fragmented environments by building systems, delivery discipline, and operating models underneath the business, leveraging AI to drive efficiency, decision-making, and scalable execution. Strong across operations, product, delivery, and systems, with a track record of improving revenue, reducing costs, and increasing execution reliability.

KEY ACHIEVEMENTS

90% efficiency gain in reconciliation across 6+ legacy sources (~2M records/month)

100% revenue growth in 12 months while owning P&L

200% client base expansion (30 to 90 clients) with 160% product sales increase

10% cost reduction with improved reporting transparency

PROFESSIONAL EXPERIENCE

Chief of Staff and Head of HR

Apr 2025 to present

Kvell Dynamics Pty Ltd | AI, Software Development

- Led operational transformation, redesigning systems and rebuilding a legacy platform into a scalable mobile and web solution.
- Simplified 200+ processes and increased adoption from 20 to 45 users across 6 divisions.
- Managed 4 to 5 concurrent projects, coordinating 15+ developers across engineering, product, operations, and delivery.
- Built internal systems including project costing, resource allocation, HRMS rollout (40+ employees), and vendor management.
- Reduced software licensing spend by ~50% through consolidation and vendor optimisation.
- Scaled team from 0 to 5 and cut time-to-hire from ~6 weeks to ~2 weeks.

Head of Corporate Development, Chief of Staff

Sep 2021 to Mar 2025

Troesser & Co. GmbH | Management Consulting

- Led cross-functional initiatives across operations, finance, HR, and marketing, owning ~70% of decisions and ~30% of overall operations.
- Reduced costs by 10% through tightened financial planning, budgeting, and operational discipline.
- Improved reporting transparency by 30% through KPI and reporting redesign.
- Launched operations in Portugal and South Africa, including legal entity setup.
- Supported M&A, divestment, and liquidity projects across Automotive, Logistics and Manufacturing.

Customer Service, Business Development, Global Head of Operations, Branch Manager

Nov 2014 to Aug 2021

VAT IT Reclaim Group | International Tax Consulting

- Owned P&L (~£700k) and led teams of 5 across sales, service and operations.
- Drove regional growth, expanding client base by 200% and product sales by 160%.
- Built and managed client and partner relationships across US, Latin America, and EMEA.
- Ranked top sales performer globally: 2nd in 2018, 8th in 2017.