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Title/Current position	Business Operations Manager
Education	Bachelor's in Public Relations and Corporate Communication by Lisbon School of Communication and Media Studies
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When and why did you join CSCMP?	I have joined CSCMP in June 2023 as part of a Corporate Membership Program promoted by my company Cisco Systems. I am looking forward to expand my professional network, be more knowledgeable about the industry and current challenges and enhance my skills.
What advice do you have for new CSCMP members on how they can maximize their membership value? What membership benefit do you find most valuable?	I would strongly encourage any new members to get involved and engaged in their local roundtables, and leverage educational resources (e.g. CSCMP Newsletters, CSCMP Social Media updates) to stay updated on industry trends.
What has been the most impactful connection you have made through CSCMP membership?	Getting to meet our CSCMP Spain Roundtable colleagues and learn from their experience - since I'm part of a recently founded Roundtable (CSCMP Portugal).
How did you get into supply chain management/logistics?	I came into Supply Chain Management due to my passion for project management and process improvement. I am missioned to optimize workflows, reduce inefficiencies in our fulfillment cycle and ensure smooth operations, focusing on driving tangible outcomes for our business partners and customers.

What is the biggest challenge you face on the job, and how are you managing it?

Navigating through uncertainty (e.g. current geopolitical issues) is our biggest challenge right now, as this may have complex consequences both for internal and external stakeholders. Being knowledgeable about these trends and changes will help us stay ahead and plan properly so that we can navigate change with more confidence. This reinforces the importance of being curious about industry trends.

What technologies, trends, or disruptive forces do you see having the biggest impact on supply chains?

Artificial Intelligence (AI) is definitely a strong technology trend that will have an impact in automation and enhancing process efficiencies. Additionally, the focus on sustainability and circular economy is also a very important supply chain trend that is gaining more expression - being driven also by customer demand and external regulations.
