Carolina Mendes Senior Program Manager

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PROFILE SUMMARY

- **Senior Program Manager** with **7 years** in **Brazilian payments and food delivery**, now running Mercado Pago programs that change how buyers and sellers pay and get paid in **Brazil, Mexico and Argentina**.
- Plans in **Jira** and **Smartsheet**, reports in **Tableau**, Looker and Excel, works in Confluence, Slack and Google Workspace, and runs every program on a **RAID log**, a RACI and a decision log.
- Knows **Pix** and Banco Central rules, **fraud and chargeback** controls and **multi-country rollouts**, and mixes **SAFe PI planning** for engineering release trains with stage gates for regulated launches.
- Works with engineering, product, **risk and compliance**, legal, finance and customer support in **São Paulo, Buenos Aires and Mexico City**, and chairs the monthly **payments steering committee** with VP sponsors.
- Mentors **3 program managers** through their first regulated launches, wrote the Mercado Pago **launch readiness checklist** that other teams now copy, and runs a **lessons learned** review every quarter.

TECHNICAL SKILLS

Methodologies & Frameworks:	Agile, SAFe, Scrum, Kanban, Waterfall, Lean, OKRs
Planning & PPM Tools:	Jira, Smartsheet, Microsoft Project, Asana
Reporting & Analytics:	Tableau, Looker, Excel, Google Sheets, SQL
Collaboration & Documentation:	Confluence, Slack, Google Workspace, Miro, Lucidchart
Governance & Risk Practices:	RAID logs, RACI, Risk registers, Stage gates, Steering committees, Decision logs
Financial & Vendor Management:	Budget forecasting, Vendor management, SOW management, Business cases
Certifications:	PMP, SAFe Agilist, Lean Six Sigma Green Belt

EDUCATION

Insper — **Bachelor's in Business Administration** — São Paulo, Brazil · Feb 2015 to Dec 2018

WORK EXPERIENCE

Mercado Libre — **Senior Program Manager, Mercado Pago** — São Paulo, Brazil · Apr 2022 to Present

- Ran launch readiness for **Pix Automático** in Mercado Pago before its June 2025 start, with go/no-go reviews, support scripts and a rollback plan, keeping first-month support contacts **23% below** forecast.
- Wrote the business case and charter for moving Mexico and Argentina card payouts onto one settlement platform, agreed **OKRs** with 3 country sponsors and won **$4.2M** in funding.
- Built one **Smartsheet** plan across 9 workstreams and 2 engineering release trains, with the critical path tied to quarterly PI planning, and delivered **93%** of milestones on the agreed date.
- Set up a shared **RAID log** with fraud and compliance for the Banco Central's November 2024 Pix limits on new devices, and shipped the limits **11 days** before the deadline.
- Ran the $12.6M program budget and 7 vendor **SOWs** with Finance, re-forecasting every month in Excel, and closed each of the last 2 fiscal years within **2.7%** of plan.

iFood — **Project Manager** — Osasco, Brazil · Mar 2019 to Mar 2022

- Ran the weekly onboarding cadence with sales ops, engineering and customer success, with a **RACI** per step, cutting the days from signed contract to a restaurant's first order from 12 to **5**.
- Mapped dependencies between delivery partner app releases and 3 vendor call centers during the 2020 order surge, moving agents between queues weekly to keep wait times under **4 minutes**.
- Wrote the monthly status report and decision log for the operations director's steering committee in **Confluence**, cutting decisions carried over to the next meeting from 9 to **2**.