

Stefan Rivera

WMS Applications Manager – LATAM | Operations Systems & Supply Chain Technology

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PROFESSIONAL SUMMARY

Senior Operations Systems and WMS leader with extensive experience driving warehouse technology and operational transformation across LATAM and global environments. Proven track record leading multi-country WMS implementations, process standardization, and internal capability building—reducing deployment timelines, lowering support costs, and improving operational stability. Recognized as a regional and global subject-matter expert in Silver Bullet WMS, ERP (SAP), and logistics systems integration.

CORE COMPETENCIES

- WMS/TMS Strategy & Deployment
 - Warehouse Process Optimization
 - Operations Systems Leadership
 - SAP ERP & Systems Integration
 - SQL & Data Analysis
 - Global / Regional Implementations
 - IT & Business Alignment
 - User Adoption & Training
 - Cost Optimization
 - Vendor & Stakeholder Management
 - Continuous Improvement
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PROFESSIONAL EXPERIENCE

WMS Applications Manager – LATAM

EFL Shared Services El Salvador, S.A. de C.V. (EFL Global)

Jul 25, 2023 – Present

- Regional WMS subject-matter expert for **Silver Bullet** and **CargoWise** across LATAM (El Salvador, Guatemala, Honduras, Nicaragua, Costa Rica), supporting additional deployments and support initiatives in the U.S. and global operations.
- Led multiple end-to-end WMS implementations, including fully remote international deployments (**Indonesia**), achieving the fastest go-live timeline within the organization.
- Established a structured implementation framework, enabling standardized configurations and accelerated rollouts for similar operational profiles.

- Built and led internal WMS capability by training cross-regional teams (LATAM & U.S.), reducing vendor dependency and lowering global support costs.
 - Improved system stability and reduced incident rates in LATAM, positioning the region as one of the most stable operational environments.
 - Act as the final escalation point between Operations, Global IT, and external vendors.
 - Directly coordinate a core WMS team (3 direct reports) and collaborate with integration and SQL/reporting resources (integrations: 2; SQL developer: 1).
 - Reduced implementation time through a standardized approach and reusable configurations.
 - Reduced vendor spend by enabling in-house functional + technical support (application, database, and custom reporting).
 - Expanded internal expertise through cross-training across LATAM and U.S. teams.
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Logistics Manager / IT Manager

Manufacturas Plásticas S.A. de C.V. · La Libertad, El Salvador

Jun 2017 – Jul 2023

- Led successful **SAP ERP stabilization and deployment** after multiple failed attempts, including custom reporting and multi-company integrations.
 - Implemented **Active Directory**, security improvements, firewall optimization, and virtualization best practices.
 - Designed and automated warehouse and export documentation processes integrated with SAP (transport/customs documentation workflows).
 - Implemented barcode-based warehouse control, improving traceability and operational efficiency.
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Import & Export Manager / IT Lead

UNIFI Central America Ltda. de C.V. · El Salvador

Feb 2010 – Apr 2016

- Built the Import/Export function from startup phase to full operational maturity.
- Designed inventory counting and control systems integrated with core platforms.
- Served as key liaison for system integrations between logistics and operational platforms.
- Authorized Special Customs Attorney for the organization.

Country Operations Manager / IT Specialist

IDEA El Salvador, S.A. de C.V. · El Salvador

Feb 2003 – Feb 2010

- Led national 3PL operations and developed core operational and billing systems used for multiple years.
 - Built internal tools to improve operational control, customer management, and financial traceability.
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EDUCATION & CERTIFICATIONS

- Industrial Engineering – Universidad Católica de Occidente
 - Electronic Engineering – Universidad Don Bosco
 - Diploma in Supply Chain Management – UCA, El Salvador
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TECHNOLOGY STACK

Silver Bullet WMS · CargoWise · SAP ERP · SQL Server · Systems Integration · Active Directory · Virtualization
· Infrastructure & Security · Reporting & Analytics