

Paulo Oliveira
Executive Director, MBG Services Support

Paulo is the global lead for the Mobile business supporting customers and end consumers across all geographies. In this role, Paulo is responsible for services and warranty processes in multiple channels, including all warranty repair activities. Paulo and his team drive company's strategy to promote and easy digital channels to provide convenient and fast solutions for customers escalations and inquires, His main mission is to wow our consumers with flexible, convenient and efficient apps, tools and platforms. Paulo is also responsible to drive cost efficiency in warranty processes, while always looking for the highest level of customer satisfaction as first priority. Prior to this role, Paulo managed Latin America and Europe Service Operations. Since starting his career at Motorola in 1996, Paulo has held several leadership roles in Supply Chain and Logistics, including leading the International Trade operations at Motorola.