

# Biographical Note



**Susana Vicente**



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Susana holds a degree in Biomedical Engineering from Instituto Politécnico de Setúbal and a postgraduate degree in Health Management Services from ISCTE Business School.

Her career started as Quality technician in companies certified with ISO 9001, ISO 10002, ISO 14001 and ISO 20000.

She is currently working at Xpand IT, her main activities are related to project management, software development, quality assurance, audits, CMMI implementation, agile methodologies and training.

Besides audits and training, her passions are improvement implementation and process optimization.