Mallory Gracias

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Contracting & Procurement Professional | Technical Sales | Value Delivery

Personal

Summary: Commercial and procurement professional with 30+ years of experience delivering measurable value through strategic sourcing, contract management, and negotiation leadership. Career highlights include identifying multi-million-dollar savings opportunities, improving procurement performance, and leading teams across diverse categories including IT, SaaS, Business & 3rd Party services, Professional services, HR, HSSE, Finance, and Facilities Management. Offers a blend of commercial, technical, project management, and Generative AI experience, built across global roles in highly demanding industries and geographies including Kazakhstan, Qatar and Netherlands. I thrive in an international environment with a focus on driving commercial value

Nationality Netherlands

Languages English (Fluent), Dutch(Fluent); French (basic knowledge), Hindi

Work Experience / Projects

06/2003 – 06/2026 Shell

08/2022 – 06/2026 **Contracting & Procurement lead / Joint Ventures (JV) Shell The Netherlands**

- Improved Tunisia Joint Venture contracting strategies in Stock Items, IT & Facilities management including reduction of open Purchase Requisitions by 50% and embedded negotiation and contract management capability by training local staff on these capabilities
- Completed supplier Contracts due diligence for potential 3rd party acquisition in renewables • Identified Cost optimization opportunities in contract labour & external subscriptions spend of $5.7M
- Procurement Subject matter expert for governance assurance reviews of Shell Portfolio company
- Developed and executing the communications plan for joint venture excellence team including support of communications portal and rollout of the JV performance framework
- Organization & delivery of Masterclasses for addressing dilemmas of joint venture asset managers
- Development and implementation of Generative AI Copilot solution for general queries of Joint Venture practitioners
- Implemented Contract gaming to de-risk/stress test contracts in pre-award

01/2019 – 08/2022 **Team Lead Corporate Contracts Shell International - NCOC NV - (Shell Joint venture in Kazakhstan)**

- Responsible for developing and execution of the sourcing strategy for Corporate contracts in several categories including IT, HR, Safety, Health, Environment, Finance, Legal, Strategy & business development – estimated annual spend $200M+ & 150+ contracts, while adhering to strict financial regulations and compliance frameworks
- Ensure delivery of value improvements and cost reductions of $7M+ annually in line with company strategy
- Team management/development of 7 local staff through on the job coaching and delivery
- Ensure all activities are underpinned with Health & Safety and Ethics & Compliance
- Stakeholder management and interaction with Kazakhstan government intermediaries to ensure approval of contracting strategies.

01/2016-12/2018 **Global Category Manager IT Shell The Netherlands**

- Responsible for co-developing and execution of the IT/Telecommunications Next Generation sourcing strategy focused on significant cost take out and improved agility for Shell through better use of market services.
- Completed tender for mobility services resulting 52 % / $14M savings including contract implementation globally in 40+ countries;
- Negotiation and contract finalization of Network Services outsourcing agreement with implementation globally in 70+ countries including local contract finalization and implementation in ERP system
- Contract management of Global IT – Hosting & Storage outsourcing agreement.

- E-Procurement focal point for design and implementation of procurement strategies in e-Auctioning and e Tender/RFx (SAP/Ariba)

10/2012 – 12/2015 **Senior Contracts Engineer - Qatar Shell GTL Qatar**

- Managed and delivered savings in excess of $4.6M over 2 years on strategic and tactical contracts including real estate, facilities management, catering, housing leases, transit accommodation, manpower services, process control technology and bus logistics
- Development and implementation of contracting strategies including contract management, tendering, negotiations and ensured supplier Health & Safety assessments were executed
- Successfully supported the major turnaround of the QSGTL plant in Q1 2015 by ensuring requirements on various contracts were endorsed, contracted and executed
- Focal point for trade control process including development/ implementation of a process to track End User Certification ensuring compliance
- Coach of the procurement team to embed company Pride in Production behaviors including organizing team away days /team building activities, coaching of junior members of the procurement team, co-created their career development plans, organized lessons to improve English skills of office assistants.
- Winner of the Shell 'Pride in Production' award for logistics cost reduction by $1.1M in Q1-2015

11/2009-09/2012 **Global Category Lead IT – Managed Network Services Shell The Netherlands**

- Contract management of $1.5Bn global outsourcing contract for managed network services ensuring no value leakage and claims management
- Negotiating introduction of new services into the outsourcing contract while ensuring market competitive service levels and pricing.
- Ongoing category management of retained contracts to ensure alignment of these contracts with Shell's overall strategy of top-quartile performance
- E-Procurement focal point for design and implementation of procurement strategies in e-Auctioning and e-Tender/RFx (Emptoris system)

08/2006-10/2009 **Global Category Lead – IT/Telecoms Shell The Netherlands**

- Developed & executed the global procurement strategy for IT/Telecoms (WAN) and delivered savings of $2.3M+ on spend of $67M+.
- Telecoms focal point in the Infrastructure Sourcing program which outsourced a substantial part of Shell's Global Telecoms Infrastructure – Developed the tender

06/2003-07/2006 **Senior Strategic Buyer Shell Information Technology - The Netherlands**

- Procurement of IT/Telecoms & Management consultancy services categories
- Delivered savings in 3rd party spend of $5M+ over 2 years
- Developed and executed global & regional tenders for IP Telephony, 2-level Helpdesk outsourcing service and data services using e-procurement system Ariba

04/2002 – 06/2003 **Technical sales consultant Genuity The Netherlands**

- Technical sales of Internet services to small-medium enterprises including creating technical designs and customer proposal and presentations
- Ensuring implementation of solutions in the company

06/1998 – 03/2002 **Technical sales KPN Qwest / KPN Telecom The Netherlands**

- Technical sales of Internet/Telecom solutions to small-medium enterprises
- Project Manager - Project ISP Rollout - BU Telecommerce- KPN Telecom – for rollout of ISP solution in Germany
- Sales Executive Special Sales – Corporate Accounts – KPN Telecom responsible for technical sales of telecom services to small medium enterprises.
- Achieved sales target of Euro 7.5M per year

10/1995 – 05/1998 **Senior Information Technology Specialist Unilever - Unichema International - The** Netherlands

- Implementation and rollout of Customer relationship management and Complaints handling system

Education

1989-1995 **Delft University of Technology** ***Delft, The Netherlands***
Master of Science in Electrical Engineering
Specialization: Information Technology - Image Processing and Coding.
Thesis: Construction of an algorithm for error concealment in MPEG-2.

Courses

• 2026 European Public Procurement Rules, Policy and Practice – Seminar - EIPA
• 2026 Aanbestedingswet – Basis - Public procurement – basis- NEVI
• 2013 Stakeholder management - Shell
• 2006 Experienced Negotiator Development program Shell/Harvard Business School
• 2005 NEVI I-Procurement Certification
• 2002 Solution selling Genuity
• 2001 Consultative selling KPNQwest

AI/Computer/Technical Skills/Procurement

AI: Prompt engineering and basic Generative AI concepts, Copilot, ChatGPT
Applications: SAP/Ariba (RFIs, RFPs, RFQs, e-auctions); Emptoris (e-Auctions, eRFx), Microsoft Excel (Vlookup, Pivot tables), Microsoft Office Suite
Technical: Good understanding of IT/telecommunication services including technical aspects and AI basics
Procurement: SOW drafting, end-to-end RFP / RFQ / RFI execution, bid analysis, SLA/KPI structuring, MSA negotiation; procurement strategy, tendering, negotiation