



OSCAR ALEJANDRO MONZON PINEDA

SENIOR OPERATIONS MANAGER & STRATEGY LEADER | PAYROLL | TRAVEL & HOSPITALITY | GLOBAL OPS | SERVICE DELIVERY

PROFILE

Strategic and results-driven Senior Operations and Account Leader with 17+ years of experience in customer service and 9 years managing complex, multi-country operations across BPO, Payroll, Financial Services, and Corporate Travel. Proven expertise in end-to-end account ownership, including P&L management, SOW and contract review, client health, and KPI performance. Strong background in building coaching and performance improvement frameworks, scaling operations, and partnering with Directors, VPs, and C-level stakeholders to deliver compliant, client-first results. Passionate about operational excellence, people development, and sustainable growth.

PERSONAL INFORMATION

Years: 40 years old.

Country: Guatemala

Telephone:

(502) 4768-4580

EMAILS:

amonzon.pineda@icloud.com

amonzon.p@gmail.com

US Visa: Valid B1/B2 until 2027

Languages

Spanish - 100%

English - 95%

EDUCATION & CERTIFICATIONS

Master's in international finance with Minor in Risk Management

EADE Business School – Completed November 2024

Bachelor's degree in business administration

EADE Business School – Completed

Bachelor's degree in business administration

Galileo University – 2 Years 2010

Scrum Master Certification

Panamerican Business School – Completed May 2025

Yellow Belt Six Sigma

Customer Experience Management Services by COPC In. Guadalajara, Mexico – Completed January 2019

Green Belt Six Sigma

Mapo Larning / Certiprof (In progress)

WORK EXPERIENCE

Account Manager

Teleperformance Guatemala (Oct 2016–Dec 2025)

Account Manager (Aug 2021–Dec 2025)

Floor Manager (Oct 2016–Aug 2021)

- Experience managing multiple accounts, Financial & Payroll clients, and Corporate Travel
- Lead end-to-end operations for F&A client in the U.S. market, overseeing performance for 350+ FTEs + Staff. Continued growth at a rate of 35% year after year.
- Oversaw operations for a second account under corporate travel and customer service programs, +50 FTE's and staff.
- Managed P&L, gross margin, and client health.
- Support contracts and SOW reviews.
- Manage Invoices and billing statements with clients.
- Manage KPIs including Net Promoter Score (NPS), Quality, Productivity, and AHT, achieving consistent MoM improvements.
- Workforce planning, staffing, onboarding, and coaching strategy in alignment with SLAs and client expectations.
- Serve as primary point of contact for client escalation, and business reviews.
- Align directly with Directors, VPs, and C-level stakeholders to deliver scalable, compliant, and client-first solutions
- Led Innovation initiatives, supporting training and quality.
- Directed internal projects for process optimization, coaching frameworks, and performance improvement plans.
- Budget & Resource Planning, Risk & Issue Management.

SKILLS

- **Leadership & Strategy:**
People Development, Coaching, Emotional Intelligence, Employee Engagement, Cross-Functional Leadership.
- **Operational Excellence:**
P&L Management, Process Optimization, Continuous Improvement, Workforce Planning, KPI Analysis.
- **Analytics & Tools:**
Data Visualization, Business Analytics, Excel Advanced, Project Management Fundamentals.
- **Methodologies:**
Six Sigma Yellow Belt, Kaizen, Scrum.

Sr. Operations Supervisor

Conduent – Rental Car Campaign (Jan 2015 – Sep 2016)
Rental Car Campaign
Cell Phone Campaign

- Supervised agents in a high-volume environment; evaluated and improved agent KPIs.
- Coaching and development

Operations Supervisor

Teleperformance – Corporate Travel (Oct 2011 – Dec 2015)

- Supported high-value business clients via calls, chats, and email using GDS tools (Apollo, Worldspan, Galileo).
- Developed SOPs and supported leadership development of future team leads.

WORK REFERENCES

Eduardo Arevalo – Vice President Talent Acquisition Allied Global Guatemala/ President, BPO & Contact Center Sector – AGEXPORT
(502) 4212-7211 / eduardo.arevalo3@gmail.com

Melissa Martinez – Country Director Teleperformance
(502) 3994-2201 / melissa.martinezcabrera@tp.com

Rodrigo de Leon – Former Country Director Teleperformance
(502) 3002-9006

Jayagopi Andhoor – Former Senior VP LATAM Head Movate
(506) 6058-2120 / askgopi@hotmail.com

Jaime Vergara – Global VP of Operations IBEX
+1 (876) 550-7192 / jvergara88@outlook.com

PERSONAL REFERENCES

Juan José Castillo – Entrepreneur and Businessman
(502) 3005-5968 / jjcastillocc@gmail.com

Susana Arévalo – Operations Manager Support
Concentrix Guatemala S.A
(502) 5691-8584 / susana.arevalo@onelinkbpo.com