

Oscar Alejandro Monzón Pineda

Enterprise Operations | Customer Success | PM Experience



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SUMMARY

Strategic enterprise leader with 17+ years in customer service and 9+ years leading multi-country operations, enterprise accounts, and program governance across Payroll (F&A), Financial Services, SaaS-enabled environments, and Corporate Travel. Trusted advisor to Directors, VPs, and C-level stakeholders, known for translating business goals into actionable success plans, demonstrating ROI through data, and building long-term strategic partnerships.

Core Skills

- Customer Lifecycle Management
- Enterprise Account Management
- P&L Management
- Success Plans & Executive Business Reviews (QBRs)
- Upsell & Cross-sell Opportunity Identification
- Stakeholder & Executive Relationship Management
- Data-Driven Decision Making & ROI Storytelling
- Cross-functional Collaboration
- Multi-Account Portfolio Leadership
- Risk Identification & Escalation Management

EDUCATION

Master's in International Finance (Minor in Risk Management)	2024
EADE Business School	
Bachelor in Business Administration	2023
EADE Business School	
Scrum Master Certified	2025
Panamerican Business School (ScrumStudy)	
Yellow Belt Six Sigma Certified / Green Belt Six Sigma (In Progress)	2019/2026
Yellow Belt certified by COPC / Green Belt by Certiprof	

WORK EXPERIENCE

General Account Manager / Customer Success & Transformation Lead	Oct 2016 – Dec 2025
Teleperformance Guatemala	
• Enterprise Portfolio Leadership (Payroll & Corporate Travel) <ul style="list-style-type: none">• Led end-to-end operations for U.S.-based F&A/Payroll enterprise client overseeing 300+ FTEs + support staff, sustaining 30–35% YoY growth.• Managed second portfolio in Corporate Travel (+50 FTEs) including high-value business accounts.• Owned full P&L, gross margin, billing, SOW review, and contract alignment, ensuring financial health and margin protection.• Directed resource planning, ramp strategies, capacity modeling, and workforce alignment during peak growth phases.	
• Customer Success & Executive Engagement <ul style="list-style-type: none">• Owned the full customer lifecycle: onboarding → adoption → retention → expansion.• Conducted executive QBRs using KPI scorecards to drive data-backed strategic decisions.• Acted as escalation POC, protecting long-term customer trust.• Partnered with Sales & Account teams on renewals, upsell and cross-sell strategies supported by performance-based business cases.• Reduced operational risk exposure through proactive issue identification and structured mitigation planning.	

WORK EXPERIENCE

- PMO & Governance Implementation
 - Designed and implemented enterprise PMO frameworks including:
 - Project Charters
 - WBS structures
 - RAID logs
 - Governance cadences
 - Executive reporting dashboards
 - Led full project lifecycle management (Initiation → Closing).
 - Applied DMAIC methodology to close systemic performance gaps.
 - Oversaw structured ramp-ups and cross-functional alignment during major expansion phases.

Senior Operations Supervisor
Conduent

Jan 2015 – Sep 2016

- Supervised high-volume campaigns, driving KPI improvements through coaching and performance management.
- Partnered with clients to align service delivery with expectations.

Operations Supervisor
Intelenet (Teleperformance Guatemala)

Oct 2011 – Jan 2015

- Supported enterprise travel clients using GDS platforms (Apollo, Worldspan, Galileo).
- Developed SOPs and supported leadership development programs.

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

ADDITIONAL INFORMATION

- **Languages:** English (Advance C1) , Spanish (Native)
- **Certifications:** Scrum Master Certified, Six Sigma Yellow Belt Certified, Six Sigma Green Belt In Progress.
- **US Visa:** B1/B2 Visa valid until 2027
- **Tools:** Salesforce, Ring Central, TalkDesk, Power BI, Tableau, Google Suits, Office 365, GDS (Global Distribution System) Amadeus, Sabre, Apollo.
- **Additional Certifications and Diplomas:**
 - Project Management Fundamentals Diploma – Intecap Guatemala
 - Kaizen Continue Improvement – Intecap Guatemala
 - Interactive Graphic Tools for Data Analysis with Excel – Intecap Guatemala