

# 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

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

## WORK EXPERIENCE

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

## WORK EXPERIENCE

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- 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

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- **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
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## ADDITIONAL INFORMATION

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- **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