

# Alexander Quesada Vargas



## About

I am an experienced professional with a strong background in software, operations, project, and program management.

## Contact Information

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## Technologies

SQL	AWS
Rest APIs	GraphQL
Java	C#
C++	JavaScript
DevOps	React
React Native	

## Skills

Operations Management  
Project Management  
Program Management  
Communication  
Team Leadership  
Coaching  
Negotiation  
Lean Management  
Problem Solving

## Certifications

SA Certified SAFe® 5- 2022  
AWS Practitioner - 2020  
ACAMs - 2018  
CCNA - 2014

## Professional Experience

### Western Union

Senior Program and Project Manager | December 2019 - Present

- Lead the successful delivery of complex projects and initiatives.
- Utilize Agile or Hybrid Agile-Waterfall methods to drive project efforts.
- Consult with project stakeholders, business partners, and leadership to ensure alignment with business objectives, corporate strategy, revenue targets, and partner contractual commitments.
- Conduct project planning sessions, workshops, project status meetings, standup/huddle meetings, and steering committee presentations.

### Western Union

Operations Manager – Compliance & Financial Crime  
May 2016 - December 2019

- Collaborate with policy owners, vice presidents, and support teams to create, develop, and implement policies, procedures, and programs aimed at minimizing fraud and potential money laundering risk within the established strategies of the Department.
- Foster partnerships and maintain open communication with vendor sites to align core processes and their execution.

### Convergys

Operations Business Manager  
October 2009 - May 2016

- Provide guidance and development to operations and functional teams. Provide guidance and development to operations and functional teams. Simplify reporting and processes to ensure a common understanding of goals and facilitate data interpretation.
- Manage relationships with internal and external business partners.
- Coach and develop direct reports to enhance their skills and performance.

## Education

CENFOTEC | Bachelor's degree Software Engineering – 2020-2025  
ULACIT | Master's degree Project Management -2020  
UCA | Postgraduate program in Business Management -2017  
ULATINA | Bachelor's degree Business Administration - 2015