

Alexander Quesada Vargas



About

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

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

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