Diego Andrés Gómez

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Vast experience(17 years) in Client Operations Management and BPO, Sales, Technical, Customer Service and Back office oriented, in diverse industries and markets. (Service *Delivery Manager*)
Leadership, Team Building and Motivation. Solid Project Management Experience in customer support area, mergers/acquisitions, ramp up/down and site transition of tasks and projects (Project Manager)
Excellent communication skills, straight forward and solution oriented.

Experience:

Feb.18. – Current **COGNIZANT Argentina** Buenos Aires.

Service Delivery Manager

Some of my tasks: Receives assignments in the form of objectives with goals and process to meet goals outlined. Provides guidance to the team according to established policies and management guidance. Prepares and maintains a schedule so that Customer Support operation is adequately staffed for 24 hours/day, 7day/week, 365 days'/year coverage·. Oversees the support of customers encountering problems using the company's products. Ensures representatives are properly done when old products were upgrade or new products are release. Develop training plans, mentoring to Technical Support staff and serving as an escalation point for internal and external customers for issues relating to product support. Direct Technical Support Engineer by setting priorities, coordinating activities, & monitoring progress of the team to meet the Support goals/objectives of the Support organization (SLA , Kpis , QA , Metrics , Avaya , etc)

Abr.15. – Nov. 17 **HARMAN Connected Services** Buenos Aires.

Sr. Technical Support & Operation Manager

Projects: Phillips Morris / Wipro / BMC / Arc-Serve / Banco Ciudad / Sancor Salud / Banco Columbia

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onsite with customer, having as a principal role to be the principal point of contact (Principal Consulting) to ensure Project and Support teams offshore achieves the SLA and KPI. Ensuring, managing and controlling:
Programming, testing and maintenance of the information systems; Adequate documentation of all developed programmers; Participation on the resolution of any existing information system problem; Cooperation in helping / assisting the end users of the implemented systems; Keep continuously updated about new application and development products. Monthly fiscal consolidation. Conduct internal audits on processes as needed and support external audits. Defining criteria for recognition of revenues and expenses· Assist with USGAAP consolidated balances. Handling internal accounting and administrative control. Preparation of cash flows and reports. Representing the company in contracts, RFPs, and generating new business opportunities. Customer relationship management as a day-to-day priority

Jan.13. – Mar.15 **Close Up International** Buenos Aires.

Global Tech Support Manager

Projects: Application sfNet – Global Support.

Full support for pharmaceutical marketing business processes; from Headquarter, controlling & coordinating the management and maintenance of the Global Service.
Support (technical, strategic, functional & operational) in the Pharmaceutical / Cosmetic Industry to over 200 laboratories.
Managing the same coverage with different support levels (Level 1, 2, 3 & development) and more than 20 subsidiaries located in different regions (LATAM, EMEA, APAC)

-Start up, recruiting and coordination of the following Areas: HR, WFM, QA, Sales, Training & Marketing. (Setting new strategies)
-Design the motivation and career opportunities Program / Absenteeism, attrition & planning control. Teams Performances, Global Stats.
-Design, implement, control and follow up of the payroll system.
-Customer Case Management / Technical Support Management / People Management
- Point of contact with worldwide Clients & Partners / Performance, Appraisals,

Feb.11. – Nov. 12. **Symantec Corporation** Buenos Aires.

Technical Support Manager

Projects: Data Loss Prevention- Enterprise Support Services (DLP –ESS)

-Start up, recruiting and coordination of the following Areas: HR, WFM, QA, Sales, Training & Marketing. (Setting strategies.)
-Design the motivation and career opportunities program/ Absenteeism, attrition & planning control. Team performance Global Stats, KPIs / SLA
-Design, implement, control and follow up of the payroll system
-Customer Case Management / Technical Support Management / People Management

Nov.05. – Jan 11. **Arvato Services S.R.L.Bertelmann.** Buenos Aires.

Operation Manager

Projects: Microsoft MSN, Xbox Emea, Xbox Latam, Xbox USA & Canada / Vodafone Spain.

-Start up, recruiting and coordination of the following areas: HR, IT, WFM , QA , Sales, Training & Marketing.
-Design & implementation of the bonus. (USA/EMEA/LATAM)
-Metrics reports follow ups.KPIs/ Design the motivation and career opportunities program/ Absenteeism and attrition control/Roll In / Roll Outs.
Design, implement, control and follow up of the payroll system/Teams performances, statistics & P and L/ Transitions and implementations / New deals / Baselines, forecast, cost case, billing, procurement/ Vendor management.
-Project and operations management / Compliance tests / Productivity, efficiency, utilization / Corporate audits/ Development & planning.
-People management (over 135 dependants)/Performance Appraisal/ Compensations.
- Help desk and IT Support services/ Logistic projects across the Globe/ Process and organizational alignment /Knowledge management /Workforce management/Field Support/Remote Support (Call Center)

Dec.03.– Nov. 05. **CubeCorp/Technion.** Buenos Aires.

Operation Manager

Projects: Dell & Linksys Tech Support, Cisco.

- Handling of Avaya System and accomplishment of statistics and processes.
- Control by means of listening and Analysis of statistics.
- Design the motivation and career opportunities program.
- Absenteeism and attrition control/- Metrics reports follow ups. C-Sat , Quality , Abandones , AHT/ Inbound and outbound Calls follow up (CRM).
-Disaster and Recovery Plan /Quality metrics related to development and maintenance software/Quality metrics and statistics/BS Security consultancy /External IT Supplier management
-People management (over 35 dependants)

Jul.99 – Mar.03. **Azurix-ENRON** La Plata.

Collecting & Customer Service Manager

-Generate the new identification of the same ones in the commercial base.
-Control and analyze the regulation of the debts of such.
-Generate different actions to improve the collections in the branches.
-Visit the Branches to have greater contact with the same ones.
-Control and maintained the pursuit of indebted clients on the basis of its payment plans/People management (over 230 dependants in 65 differents locations)
-Process and organizational alignment /Knowledge management /Workforce management

Formation*:*

1987-1991: Nacional 9 /Buenos Aires.
High School
1985- 1991: Liceo Cultural Británico/Buenos Aires.
First Certificate
1992-1995: Westport Continuing Education/Connecticut-USA
English Instructor (English as a second Language)
2000-2003: UB / Buenos Aires
B. Public Relations.

Other Knowledge/Summary Qualifications:

Languages: English & Spanish; French (beginner)

Tools: MS Office, Project, SAP , MS Vision , Salesforce , CRM , Gestar , Mantis, Avaya CMS , Itil , PeopleSoft IEX , Remedy , Clarify , Siebel CRM, Workforce Management Tool, Titan , Apropos , CAP, Resource Manager , Jupiter , Resman , Kenexa , Globalforce , Workday.(e-clouds tools)

Courses:

- Gestión de Proyectos Agile / (IAAP – Nov 2014)
- Metodología de Gestión de Problemas / Issue Management (Kepner – Tregoe - Oct 2013)

Many other courses such as: (2011-2013)

- Harvard MM - Career Management (grade 90%) (31761)
- Harvard MM - Change Management (grade 100%) (30493)
- Harvard MM - Innovation Implementation (grade 80 %) (37226)
- Harvard MM - Innovation and Creativity (grade 92 %) (30499)
- Harvard MM - Goal Setting (grade 100%) (31767)
- Harvard MM - Feedback Essentials (grade 80 %) (30497)
- Harvard MM - Diversity (grade 90 %) (39602)
- Harvard MM - Difficult Interactions (grade 88 %) (31762)
- Harvard MM - Team Management (grade 88 %) (31769)
- Harvard MM - Customer Focus (grade 100 %) (39628)
- Harvard MM - Performance Measurement (grade 90 %) (31129)
- Managing Process Improvements (grade 86 %) (36279)
- Time Management: Planning and Prioritizing Your Time (grade 92 % (90862)
- Project Management (1 & 2)
- **Honors and Awards: Performance Review FY 2012 - Grade 4.** Symantec Corporation. // June 2012- Exceeds Expectations / Shows highest level aptitude / Exceptional record of achievement and contribution to a winning culture at Symantec
- **Certifications: COPC vs. Scheduling (**Planning & Real TimeWorkforce)