

Contact

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Top Skills

Project Management
Strategic Planning
Quality Assurance

Languages

English (Professional Working)
Spanish (Native or Bilingual)

Certifications

Project Management Professional
(PMP)- Candidate

Fernando Pinzon

Customer Service, Operations and Quality Director. Experience in healthcare, hospitality, transportation in USA & Latam
Orlando, Florida Area

Summary

Customer Experience Executive, an entrepreneur with more than 15 years of experience creating and delivering successful customer experiences, proven ability to lead and participate in innovative teams to drive efforts that maximize strategic, tactical and operational results. Strong business acumen and the ability to influence business decisions. Understanding of projects with technological components (compilation of requirements, design, tests).

Experience

One Transportation and Concierge Services

Business Partner - Operations and Customer Experience Manager
September 2011 - May 2019 (7 years 9 months)
Orlando, Florida Area

Design, Marketing, and operation for Luxury Transportation and concierge services for leisure and business travel.

Provided transportation and concierge services for the CEO of Fortune 500 Companies and top brand resorts guests in Florida.

Planning and organization of logistics for business and personal events.

Development and management of the execution of operational work plans for all projects, including partnership projects and strategic data and technology initiatives.

Implementation and management of critical milestones and performance metrics to ensure on-time and on-budget deliverables.

Development and review of data and metrics of the company performance.

Analyze and summarize large data sets using software tools, such as Excel.

Response to telephone calls, written correspondence, and requests for information regarding products and services.

BUSINESS DATA SOLUTIONS

Business Analyst Consultant
October 2008 - December 2011 (3 years 3 months)

Orlando, Florida Area

Partnership with a rent a car service provider (All to Z) as a administrative outsourcing.

Business process redesign, for accounts receivable, accounts payable, hiring and payroll to support 100% business growth in three consecutive years.

Design and implementation of the KPI monitoring systems to determine and lead ways to improve company operations results.

Design and implementation of the in-house software, to support scheduling, payroll, accounts payable and document workflow processes.

Business Data Solutions Inc.

Consultant Diabest Inc.

August 2010 - November 2010 (4 months)

New Jersey

Diabest Inc., is a home care, diabetic and orthopedic provider for Medicare and Medicaid patients on NJ, NY and CT.

- Quality Management System Design and Implementation.
- Metrics and Key Performance Indicators.
- Scorecards, Dashboards, and Reports.
- A/R process improvement.

Salud Total EPS

National Director of Quality and Customer Service

February 2002 - August 2007 (5 years 7 months)

Colombia

- Policies, Strategy, Measures, Improvement of Customer Service (1.500.000 Customers, 500.000 real contacts each month), Contact Center (500 positions), and Customer Service Employees (1500).
- Customer Information System leader. (Design, Improvement)
- Responsible for all CEx administrative staff including Medical Centers Front Desk, Administrative Support Offices, Contact Center and back-office support nationwide.
- Responsible to solve operational and administrative problems on CEx operation (Providers, Vendors, Managers, Supervisors), complaints, customer requirements, etc.
- Experience managing all aspects of research projects and providing leadership and direction to project resources.
- Research: statistics, survey design, questionnaire development, and quantitative research methods.

- Customer Experience: data structure and reporting, design principles and priorities around the customer, voice of customer analysis, drawing out customer insights, customer data analysis, solutions.
- Marketing Research Qualitative & Quantitative, reporting, scorecard, improvement action plans. (10000 surveys/month)
- Design and implementation of "Mystery shopper" strategy as an improvement tool.
- Experience with analytics and inferential statistics
- Management Representative in the quality management system.
- Ethics committee President, Merck Pharmaceutical Project for clinical trials.
- An active member of all customer-related boards, including IT, compliance, Infrastructure, and Human Resources.

Education

University of America

Industrial Engineer, Industrial Engineering · (1995 - 2000)

Autonomous University of Manizales/University of Cambridge

Post graduate in Human Resources, Human Resources Management/
Personnel Administration, General · (2000 - 2001)