BENJAMIN PEREZ, PMP

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📍 San Francisco, CA

EXPERIENCE

Implementation Director

Zinier

📅 08/2018 - Ongoing   📍 Burlingame, CA

- Managed a team of 6 Project Managers in Latin America, North America and APAC responsible for requirement gathering, project plan development, implementation management, delivery, and client training of Zinier (Field service management platform)
- Optimized the full Implementation process by working with Sales, Customer Success, Product and Engineering teams to enhance customer experience and project delivery
- Led Zinier Partnership Program initiative to trigger company expansion and scalability (Developed documentation, training material and future global events)
- Improved Project Management tools and developed project Executive reports and Dashboards, project templates and project-related documentation

Customer Implementation Project Manager

Entytle, Inc.

📅 02/2018 - 07/2018   📍 Palo Alto, CA

- Successfully led simultaneous Insyghts (installed base SaaS application) implementation projects for 5 US manufacturing companies
- Increased customer satisfaction by developing a thorough understanding of customer's growth objectives and translated them into tangible outcomes within the application (installed base visualization, opportunities, and campaigns)
- Collaborated with the customer success team to boost application adoption by guiding clients through use cases that will benefit their aftermarket sales team
- Promoted data-driven project, change, and risk management strategies for a faster and successful implementation approach (developed project templates, learning programs and project-related documentation)
- Leveraged prior industry expertise to develop SAP and Oracle data mappings for a faster data extraction process

Implementation Project Manager

Enforce, LLC

📅 11/2016 - 01/2018   📍 San Francisco, CA

- Successfully led simultaneous Dayforce HCM (Human Capital Management) implementation projects for 11 US mid-market companies
- Created and developed data-driven project, change and risk management strategies for transitions to SaaS
- Managed 200k+ ACV (annual contract value) HCM Saas projects for companies with 500+ employees
- Engaged stakeholders at all levels across multiple locations to successfully deliver projects on time
- Improved project adoption rate using agile and qualitative research on company cultures
- Led customized training programs to maximize user's acceptance and reduce the impact of new technology within the HCM space
- Pushed data driven solution to improve customer satisfaction by 15% through better task prioritization customized for each project
- Leveraged prior industry and technical expertise to develop and coach peer consultants and contribute to the internal culture of San Francisco office

EXPERIENCE

Functional Project Manager

PwC

📅 12/2011 - 08/2015   📍 Mexico City, Mexico

- Implemented 4 end-to-end IT projects, responsible for PS-Project System, PPM- Portfolio and Project Management, and IM-Investment Management SAP modules for 4 Forbes 500 companies in Mexico and Canada
- Redesigned portfolio and program structure for client's Mexican operations and implemented in 5 locations over 9 months, benefiting 2 major projects of $2.4 billion
- Collaborated as a subject-matter expert on project regulations and localization
- Successfully interpreted data to design 6 custom Portfolio and program reports for performance, budget and resource tracking
- Developed Change Management initiatives and training programs to maximize new technology adoption
- Automated the purchasing, storage and shipping processes by developing a customized SAP program, benefitting 2,000 end users across Latin America, estimated savings of $50,000 annually
- Led a team of 3 consultants on the implementation of 'train the trainer' model, reducing training time by 25%

Analyst

Deloitte

📅 03/2010 - 12/2011   📍 Mexico City, Mexico

- Implemented SAP Project System and Investment Management modules for important brewery and retail companies in Mexico
- Supported the management of CAPEX and OPEX projects, budgeting, risk management and mitigation, analytics and activities monitoring
- Analyzed data to design 5 custom reports for Project planning and budgeting
- Participated in Change Management activities to deliver training for over 500 employees in the PMO nationwide
- Redesigned learning material to reduce training period by 20% and improve customer experience by 15%

SKILLS

| Project Management | SCRUM Master | Change Management | SAP PS |

| Portfolio & Program Management | Dayforce HCM | Tableau | GSuite | MS Office | Agile | SaaS |

| Salesforce |

EDUCATION

MBA (Finance)

Hult International Business School

📅 08/2015 - 08/2016   📍 San Francisco, CA

B.Sc. Industrial Engineering

ITESM CCM

📅 08/2005 - 12/2009   📍 Mexico City, Mexico