

Juan Carlos Martínez Laureano.

Operations & Analytics | Project Management | Process Improvement | SaaS & Fintech

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PROFESSIONAL SUMMARY

Operations and analytics professional with 6+ years of experience delivering cross-functional initiatives in SaaS, Fintech, and industrial environments. CAPM certified, Lean Six Sigma Black Belt, and Certified ScrumMaster. Led a QA analytics initiative at Ellucian that eliminated manual reporting inefficiencies and generated \$13,336 USD in annualized savings. Contributed process improvements to two fintech product launches, including a workflow adopted as a team-wide standard. Comfortable in both predictive and agile environments.

\$13,336 USD SAVED / YR	52% DEFECT REDUCTION	10h → 1h REPORTING CYCLE	Budgets up to \$115K USD
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CAPM CSM Black Belt	Tableau dashboards	Process adopted team-wide	English C1 — Bilingual
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PROFESSIONAL EXPERIENCE

Ellucian

Feb – May 2026

Operations Project Manager (Intern) — Customer Experience Center

- Owned full project lifecycle — discovery, requirements, delivery, handoff — for QA analytics initiative
- Managed stakeholder alignment across QA evaluators, team leads, and leadership
- Resolved critical data governance gap; built pipeline: Smartsheet → Data Shuttle → Box → Tableau
- Delivered two Tableau dashboards cutting weekly reporting from 10 hrs to 1 hr
- Reduced critical defects 52% (125→60) using DMAIC — \$13,336 USD annualized savings (BB project)

Teleperformance

2023 – 2025

Operations & Process Improvement Contributor — Fintech / Financial Services (Confidential Client)

- Supported the operational launch of two financial products for a major US fintech client
- Bridged frontline ops and PMO/product teams: reported bugs, logged failures, product feedback
- Proposed and had 3 process improvements adopted: UX observations, IVR routing, case management standards
- Designed client ID workflow standardized team-wide in Salesforce

IME

2020 – 2023

Project Manager / Founder

- Founded and led PM practice; industrial and MEP projects; budgets up to \$115,000 USD
 - Defined project charters, scope baselines, risk registers, and communication plans; led cross-functional teams of up to 15 across contractors, engineers, and vendors.
 - Delivered key projects for industrial clients on time and within budget, applying Lean Six Sigma methods to reduce rework and improve process efficiency.
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EDUCATION

UVM Online: B.Sc. Industrial Engineering (In Progress)

ITESM: Mechanical Engineering — 80% completed (transcript available on request)

CERTIFICATIONS

Active: CAPM (PMI) • Certified ScrumMaster (CSM) • Lean Six Sigma Black Belt • Tableau BI Analyst

In Progress: Microsoft *SQL Server Professional Certificate*

TOOLS & PLATFORMS

Tableau • Jira • Smartsheet • Salesforce • ServiceNow • Microsoft 365 • Power BI • Slack • SQL Server (in progress)

LANGUAGES

Spanish — Native • English — C1 (Professional) • French — Beginner