

Alexis Ezequiel Martinez Flores

HR & Organizational Development | People Leadership, Training & Performance | HR Tech
San Salvador, El Salvador

Professional Summary

People leader with 5+ years in high-volume operations, promoted from agent to QA owner and leader of a 30+ person team. Hands-on experience coaching individuals, measuring performance, building training and knowledge resources, and supporting onboarding. Completing a B.A. in Human Resources with an Organizational Development focus. Differentiator: builds its own internal tools (Next.js, Supabase) to automate people and performance processes. Seeking HR Operations, People Operations, or Learning & Development roles.

Work Experience

Team Lead, Sales

Nov 2023 – Sep 2026

Mazama

- Led a team of 30+ people, with ongoing performance tracking and feedback across 20+ client brands.
- Directly coached a 9-person team, improving follow-up consistency and individual performance.
- Owned the quality evaluation (QA) function end-to-end: measured team performance and identified gaps.
- Built an internal knowledge base that improved case resolution and team learning (training and onboarding support).
- Identified a gap in call tracking and built a custom tool that replaced manual Google Sheets tracking, centralizing performance data.
- Promoted to Team Lead within 5 months of joining as a Sales Agent (Jun 2023).

Sales Agent (Soft Sales), IHG Account

Jan 2021 – Sep 2021

Teleperformance

- Served as training support and backup supervisor for the final 4 months, helping stabilize the team during account ramp-up.
- Completed the "Jump" leadership training, qualifying for promotion to a supervisor role.
- Applied loyalty program guidelines to increase customer engagement and retention.

Earlier roles

2020 – 2022

Concentrix (Retention Specialist, DISH, Jan–May 2022); Teleperformance (Customer Service Representative, FedEx, 2020)

- Handled high-stakes retention calls and customer service operations in high-volume environments.

Education

B.A. in Human Resources, Organizational Development Focus

2024 – In progress

ADEN University

- Coursework: talent acquisition (recruitment, selection, onboarding), performance management, training and development, HR strategy and labor compliance.

Certifications

Project Management

Sep 2025

Coursera

- Project lifecycle, Agile/Scrum vs. Waterfall, stakeholder identification, and project charters.

Meta Social Media Marketing Professional Certificate

In progress · Expected Dec 2026

Meta via Coursera

- 3 of 6 courses completed: audience analysis, content strategy, KPI definition, and performance analysis.

Skills

- **People & HR:** Team Leadership, Coaching, Performance Management, Training & Onboarding, Knowledge Management, QA / Quality Evaluation
- **Operations:** CRM Management (Connex, Twenty, JustCall), Process Documentation
- **HR Tech & Automation:** Next.js, React, TypeScript, Supabase / PostgreSQL, WhatsApp API, Twilio, Claude API
- **Languages:** Spanish (Native), English (Advanced)