

Inés Quiroz Erdmenger

Program Coordinator

Mexico City, Mexico | [LinkedIn](#)

Program coordinator with a background in business analytics, project management, and banking operations, spanning roles in insurance, fintech-adjacent logistics, and finance. Certified Scrum Master and Product Owner with an MBA in progress.

EXPERIENCE

Program Coordinator Farmers Insurance Coordinated development of a new Embedded business channel and its technology product, working with the Product Owner and IT teams across technology, marketing, sales, onboarding, analytics, and finance. The MVP was built in 8 months. Managed the external technology vendor, tracking deliverables and escalating blockers. Built an AI agent that centralized project knowledge and sped up onboarding as the team grew from 4 to 15 people in four months, and created an executive dashboard consolidating KPIs, statuses, and risks across the project portfolio.	Dec 2025 — Present <i>Mexico City, Mexico</i>
Business Analyst Girk Collected and validated business data for analysis and reporting. Monitored KPIs and surfaced insights to improve logistics and customer experience across wholesale and retail channels. Ran process deep-dives to find bottlenecks and distribution inefficiencies, and implemented operational improvements.	Jun 2024 — Dec 2025 <i>Mexico City</i>
Analista de Corresponsales Bancarios Banco Agromercantil (Bam - Bancolombia) Extracted, modeled, and analyzed data for over 3,000 banking agents, resolving 80% of operational inconsistencies. Monitored more than 200,000 monthly transactions and cut incorrectly operated transactions by 45%. Built a segmentation model that removed unprofitable agents and cut operating costs by about 15%. Led KYC, audit, and marketing projects with a team of 4-5 fieldworkers, which lifted monthly transaction volume by about 3%.	Oct 2022 — Mar 2024 <i>Guatemala, Guatemala</i>
Project Manager FEATMIA Introduced agile methods that cut project cycle times by 15%. Managed client communication and cut response times by 75%. Led a team of six creatives, delegating tasks and keeping deliveries on time, and prepared weekly reports to reduce bottlenecks.	Jan 2022 — Oct 2022 <i>Guatemala, Guatemala</i>
Teaching Assistant Universidad Rafael Landívar Assisted in a project management course for Business Administration and Marketing students. Supervised and graded assignments for 30 students and gave academic feedback within an average of 5 days.	Jan 2021 — May 2021 <i>Guatemala, Guatemala</i>
Yoga Instructor Yoga Instructor (Freelance) Teach progressive vinyasa and rocket I classes in studios and private sessions, adapting flows to different levels and physical conditions.	Dec 2019 — Present <i>Guatemala City</i>
Stat and Tax Support Microsoft de Guatemala Managed supplier payments and customer collections, and supported internal and external audits, payroll, and tax declarations. Served as liaison between employees and finance and handled travel expenses and accounting records. Worked with Accenture, Deloitte, and Ernst & Young. Restructured processes to keep operations running during pandemic office closures with remote solutions.	Oct 2018 — Sep 2020 <i>Guatemala, Guatemala</i>

EDUCATION

EGADE Business School del Tecnológico de Monterrey <i>Master of Business Administration - MBA</i>	Apr 2024 — Sep 2025
Universidad Rafael Landívar <i>Bachelor's degree in Business Administration and Management, General</i>	Jan 2017 — Nov 2020

CERTIFICATIONS

ClickUp Expert Certificate of Completion , ClickUp	Oct 2024
Registered Product Owner™ , Scrum Inc.	Dec 2023
Registered Scrum Master™ , Scrum Inc.	Dec 2023
Rocket Vinyasa Facilitator , Progressive Ashtanga Vinyasa School	Nov 2021

SKILLS

Negotiation · Finance · SQL · Team Management · Active Listening · External Clients · Timelines · Comunicación · Análisis de la información · Salida de personal · Operaciones · Confidencialidad · Marketing · Inglés · Comunicación escrita · Estadística · Presentaciones · Identifying Trends · Data-driven Decision Making · Problem Solving · Attention to Detail · Analytical Skills · ClickUp · Tableau · Data Analysis · Microsoft Power BI · Microsoft Office · Microsoft Excel · Microsoft Word · Microsoft PowerPoint · Google Drive · Google Chrome · Google Docs · Microsoft Teams · Visio · Outlook · OneDrive · Google Workspace · Agile · Scrum · Product Owner · Project management · KPI reporting · Spanish (Native) · English (C1) · Registered Scrum Master · Registered Product Owner