

MARTIN PASTERNAK

PMO & Project Operations Specialist

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PROFESSIONAL SUMMARY

With 9+ years of experience, I lead cross-functional initiatives, optimize workflows, and enable data-driven decisions across Big 4 professional services, financial services, SaaS, and education. Currently a Senior Associate PMO at PwC, I drive program governance, SteerCo reporting, and AI-enabled process automation for enterprise clients. I bring deep expertise in CRM systems (Salesforce, HubSpot), project coordination (Jira, Trello, Monday), and reporting (Excel, Power BI), streamlining operations through agile frameworks, SOPs, and compliance governance.

WORK EXPERIENCE

Senior Associate, PMO Jan 2026 – Present
PwC Acceleration Centers | Hybrid

F&G Life – Investment Modernization May 2026 – Present

- PMO and delivery coordination across business, technology, data, modeling, and reporting teams.
- Maintain integrated schedules; track milestones, dependencies, risks, and decisions.
- Prepare leadership and SteerCo updates.
- Automate recurring PMO processes with AI-enabled solutions for status consolidation, document analysis, action-item tracking, and reporting.

Amazon – Assurance Engagement Jan 2026 – May 2026

- End-to-end PMO and governance support across complex, cross-functional workstreams.
- Tracked timelines, risks, and dependencies; built project plans, Power BI and Excel dashboards, and leadership updates.
- Standardized processes and metrics.

Project & Channel Operations Specialist Sep 2024 – Sep 2025
The Channel Company | Remote · Part-time

- Led channel operations for the Autodesk Partner Program across NAMER and EMEA, ensuring compliance through UAT testing and governance.
- Improved partner KPIs and streamlined workflows in Salesforce, Jira, and Monday.
- Built SOPs to align global teams.

Sales Project Coordinator, PMO Support Nov 2023 – Jan 2026
Austral Education Group | Remote

- Coordinated project timelines, pricing, and client deliverables using Salesforce.
- Implemented proposal workflows, structured handoffs, and automation opportunities to support scalability.
- Developed SOPs and contributed to PMO framework adoption and governance alignment.

Customer Success & Process Optimization Executive Sep 2022 – Oct 2023
VEC Fleet | Hybrid

- Managed onboarding and optimization strategies for fleet clients across LATAM, improving retention and process efficiency.
- Conducted audits and impact analysis and created training documentation.
- Used CRM insights to track product adoption and user engagement.

Program Manager, Enterprise Project Delivery

Nov 2021 – Sep 2022

Cognizant | Remote

- Managed Agile delivery pipelines for Google Cloud, ensuring stakeholder alignment and quality control.
- Built dashboards to track progress and escalated risks.
- Led retrospectives to drive continuous improvement.

MSP BPO Operations Manager

Mar 2017 – Nov 2021

SDI International | Hybrid

- Advanced from MSP Procurement Analyst to Regional PMO Operations Lead and MSP BPO Operations Manager, supporting IBM, ByteDance (TikTok), and Schneider Electric across LATAM.
- Oversaw vendor operations and purchase orders through SAP Ariba.
- Built Power BI dashboards and redesigned processes to improve accuracy and efficiency.

SKILLS

Project & Program Management: PMO Operations, Program Governance, SteerCo Reporting, Agile Methodologies, Stakeholder Management, Cross-functional Collaboration, Project Roadmapping, Risk Mitigation

Methodologies: Agile, Scrum, Kanban, Waterfall, Hybrid

Process & Operations Optimization: AI-enabled Process Automation, SOP Development, Workflow Optimization, Compliance Monitoring, SLA Management, Procurement Processes

Data & Reporting: KPI Analysis, Forecasting, Dashboards, Excel Reporting, Power BI, Data-Driven Decision Making

Client Success & Communication: Customer Onboarding, Retention Strategies, Client Training & Documentation, Vendor Coordination, Global Account Support

TOOLS & PLATFORMS

CRM & Workflow: Salesforce, HubSpot, SAP Ariba, Zendesk, Jira, Trello, Monday, Asana, Microsoft Project

Data & Reporting: Excel, Power BI, Tableau, Google Sheets

Cloud & Collaboration: Google Cloud, Google Workspace, Microsoft Office, Slack, Notion

CERTIFICATIONS

PMI PMO Certified Professional (PMI-PMOCP): Project Management Institute, 2025

Certified Scrum Product Owner (CSPO): Scrum Alliance, 2023, Credential ID 1728032

Zendesk Customer Service Professional Certificate: Zendesk, 2023

EDUCATION

Bachelor's in Sociology: Universidad del Salvador, 2014 – 2021

Data Analytics: Coderhouse, 2021

Product Management: Coderhouse, 2021

E-Commerce: Coderhouse, 2022

LANGUAGES

Spanish (Native) | English (Fluent) | Portuguese (Basic)