

CARLOS EDER OÑORO ANGULO

Barranquilla, Colombia

ceonoro@uninorte.edu.co • +57 (300) 898-0824

[LinkedIn Profile](#)

Portfolio: <https://www.carlosonoro.info>

Senior AI-Account Manager | Project & Product Manager | Business AI

PROFESSIONAL SUMMARY

A highly driven and versatile 29-year-old professional with a dual background in **Industrial Engineering** and **Economics**, complemented by advanced education in **Business AI** and **Digital Marketing**. Over the past 10 years, I have demonstrated expertise in optimizing business processes, managing cross-functional teams, and driving strategic growth for both established companies and entrepreneurial ventures, while leading account management and customer success engagements end to end. I have consistently partnered with **Colombian and American business owners, project sponsors, and decision makers** to ensure they achieve measurable outcomes, strengthen adoption, and realize the best possible results across their initiatives.

My deep understanding of **AI for Business (Generative and Agentic), Project & Product Management, Supply Chain Optimization, Product Development, and Marketing Strategy** positions me to provide actionable insights and innovative solutions to help businesses leverage technology for operational excellence and profitability, while sustaining long-term client relationships, expanding portfolios through trust-based delivery, and aligning stakeholder expectations with execution.

WORK EXPERIENCE

Operations & Sales Leadership Roles

AI Portfolio Manager | BPO Labs

May 2025 – Present

- Portfolio Leadership: Oversaw a diverse portfolio of 7+ concurrent projects, applying PMI methodologies with Agile and Scrum practices. Integrated AI-powered tools to enhance efficiency, accelerate delivery, and ensure measurable impact.
Impact: Contributed securing \$600,000 CAD in bank financing by building and presenting a portfolio-grade investment case and project documentation package, enabling the ramp-up and market entry of three healthcare brands.
- AI-Driven Lead Generation: Built and executed lead-generation strategies across multiple industries using AI platforms, supported by precise customer segmentation, market intelligence and prompt engineering.
Impact: Developed an n8n-based, ICP-driven lead generation automation that produced 360 qualified leads per day in 15 minutes, tailored to each Project Sponsor's target profile. Standardized the solution across the portfolio, enabling sponsors to stand up outbound calling motions around the output and accelerate pipeline creation and sales conversion.
- Strategic Project Execution: Designed and delivered scalable project roadmaps aligned with corporate expansion goals, driving sustainable growth.
Impact: Implemented an AI-assisted roadmap visualization system using Napkin AI and Gemini Nano Banana, keeping Scrum ceremonies consistently visual and cutting meeting time by 37% through faster alignment and decision-making.
- AI-Enhanced Sales & Research: Applied LLMs and advanced AI solutions for market research, competitor analysis, and predictive insights, directly strengthening sales strategies.
Impact: Standardized the market analysis workflow by defining an LLM selection playbook by use case, streamlining research and synthesis while improving consistency. Reduced time spent on office-based analysis work by 60%, increasing team throughput and decision velocity.
- Executive Engagement: Facilitated daily C-level meetings, harnessing Microsoft Copilot for data-driven reporting, real-time insights, and collaborative decision-making.

Impact: Implemented an n8n automation that delivered prior-day meeting notes daily at 7:30am, reducing manual effort by 80% and standardizing executive-ready documentation. Maintained a daily C-suite cadence and applied portfolio governance practices to provide near real-time project status with clear, low-friction reporting.

- Project & Performance Tracking: Directed project execution in Microsoft Project, leveraging AI monitoring to optimize resources and secure timely completion.

Impact: Implemented standardized project workflows that streamlined execution and enabled proactive risk sensing, surfacing delivery bottlenecks up to 30 days in advance to trigger timely mitigation.

- Stakeholder & Client Management: Cultivated stakeholder alignment and client trust through transparent communication, proactive problem-solving, and retention-focused strategies.

Impact: Enabled rapid, high-confidence project status reporting that accelerated sponsor communications and strengthened stakeholder trust, resulting in five client recommendations and measurable portfolio expansion.

- Operational Excellence: Championed cross-functional collaboration, streamlined sales processes, and embedded best practices.

Impact: Strengthened team cohesion and delivery discipline by coaching adoption of fit-for-purpose tools and Lean practices, eliminating non-productive processes, improving workflow organization, and elevating portfolio performance.

- Key Account Management (KAM): Maintained frequent engagement with Project Owners and key stakeholders, actively supporting decision-making processes across projects.

Impact: Maintained continuous C-suite engagement by managing customer success relationships with project sponsors and owners, ensuring satisfaction across active initiatives. Executed disciplined stakeholder management using power interest grids to align expectations, mitigate risks early, augmenting retainerhip across three projects and generating new customer recommendations.

Operations Manager | Brightway Management SAS

Aug 2023 – May 2025

- Leading the creation of a high-performance sales team, implementing sales strategies, and coaching staff to achieve growth targets.

Impact: Prospected and converted new B2B market opportunities by engaging senior CEOs and key decision-makers, positioning our buildings and services to win strategic accounts. In parallel, owned P&L and budget governance across the company portfolio, driving cost optimization and operational continuity to protect profitability and sustain global competitiveness.

- Management and bolstering of the sales team performance.

Impact: Coached and enabled U.S. and Colombia sales teams to replicate the U.S. go-to-market operating model in Colombia using PMI-aligned delivery governance; ramped the Colombia team to \$500K USD in sales within its first six months of production.

- Developed various KPIs within a Six Sigma quality control system to monitor the performance and productivity of the sales team across multiple dimensions.

Impact: Built and operationalized an enterprise KPI governance framework spanning Sales, Post-Sales, and Project Delivery, standardizing performance measurement across active engagements. Delivered executive-level visibility and control over operational health and outcomes, enabling scalable execution, accelerated sales growth, and informed market expansion decisions.

- Engaged with C-Level Executives to deliver performance reports, strategize operational enhancements, and drive company-wide improvements.

Impact: Turned around a stalled Colombia expansion by establishing a scalable operating model: launched two offices across two cities and scaled the remote footprint from 4 to 32 FTE. Implemented an executive reporting cadence with C-level stakeholders that improved governance and decision velocity, enabling successful market entry and a 60% increase in sales.

- Led the adoption of AI-enabled solutions to modernize operational workflows, replacing conventional practices to reduce cost, improve efficiency, and accelerate the organization's technology adoption roadmap.

Impact: Coached and deployed NotebookLM across Sales, PM, and contractor teams to digitize portfolio documentation and eliminate office paperwork entirely, reducing operating cost and freeing physical storage capacity. Implemented n8n-based AI agents to automate customer quotes, invoicing, CAD drawing distribution, and project status documentation, accelerating cycle times and improving delivery transparency.

- Oversaw operations in Barranquilla and Medellín, including office location and set up.

Impact: Delivered the end-to-end launch of the Barranquilla and Medellín offices using a Waterfall project governance framework, owning full budget control and P&L accountability while sourcing and securing sites, negotiating lease agreements, procuring equipment and third-party services, and implementing core operational platforms (CRM and enterprise telephony).

- Managed sales performance and efficiency reports to optimize supply chain and drive revenue growth.

Impact: Designed and deployed a sales KPI governance framework to standardize performance management and coaching cadences, enabling the team to consistently exceed quota and drive a 20% YoY increase in sales revenue.

- Conducted research and recruited a diverse team of multi-disciplinary professionals, establishing a comprehensive foundation for the company's success.

Impact: Recruited and onboarded a 32-person cross-functional, multidisciplinary team across Barranquilla and Medellín (16 each), leveraging structured talent analytics to screen and shortlist from a 2,000-candidate pipeline.

Customer Service Representative | HGS (VIZIO)

Nov 2022 – Jul 2023

- Managed client relationships and product-related queries, ensuring superior customer satisfaction and strategic support for VIZIO's operations.

Impact: Delivered top-tier customer outcomes by achieving the highest CSAT and the greatest number of customer reviews within a 300-person organization. Designed and implemented a standardized CX workflow and call playbook that improved interaction quality, ensured consistency at scale, and raised overall service performance.

Logistics Coordinator | Lean Solutions Group (ATS Logistics)

Jan 2021 – Oct 2021

- Streamlined logistics processes for ATS Logistics in a TMS software, ensuring timely delivery and cost-effective solutions while maintaining strong relationships with vendors and clients.

Impact: Designed and deployed an Excel-based tracking and traceability system that standardized data capture and improved operational reporting quality and continuity. The solution was adopted beyond my tenure, and I was re-engaged to coach the team and scale its use across the organization.

Sales and Retentions Agent | Teleperformance (SiriusXM)

Jun 2020 – Dec 2020

- Actively contributed to customer retention strategies and sales growth for SiriusXM and Indra Energy by leveraging data-driven approaches to customer interactions.

Impact: Ranked as a top-performing retention specialist within a 400-agent account by leading the team in customer saves and materially reducing churn. Sustained an average of 35 successful retentions per day while handling ~50 daily calls, directly protecting recurring revenue and minimizing customer-loss exposure.

Entrepreneurial Experience

Founder & Project Manager | Grammas Bakehouse

Feb 2015 – Jan 2023

Designing and optimizing supply chain operations, improving product architecture and cost efficiency.

- Creating and executing comprehensive marketing strategies using tools like Trello, ensuring clear communication, and tracking of projects.

Impact: Implemented a PMI-aligned delivery framework to execute a structured content pipeline across Instagram and Facebook, enabling consistent cadence, predictable throughput, and growth to 6,800 Instagram followers.

- Conducting consumer research to create efficient distribution channels, ensuring market penetration and customer satisfaction.

Impact: Designed and operationalized an end-to-end sales funnel to generate and qualify new leads, and established customer success governance from day one to drive conversion and repeatable execution. Generated \$50,000 USD in 2022 revenue, approximately COP 250,000,000 at a COP 5,000 per USD TRM.

- Delivered strategic KAM (Key Account Management), fostering critical client relationships and expanding market presence, resulting in a 42% profit increase.

Impact: Owned customer success across the full lifecycle, from pre-sales engagement through post-sale adoption, building and managing a portfolio of 200 active clients with weekly repeat purchasing behavior.

- Successfully established a production facility, taking care of all the paperwork for company's performance, leading a team of 12 operators to ensure efficient operations.

Impact: Led the end-to-end setup of a production facility by sourcing the site, negotiating the lease, procuring equipment, and overseeing construction/fit-out. Managed and coached a 12-operator production team to ensure accurate, consistent output and reliable operational performance.

EDUCATION

Specialization in AI for Business — Pennsylvania Wharton University	2025
Master in Business AI — ENEB	2025–2026
Master in Digital Marketing — ENEB	2025–2026
Executive MBA — Universidad de Cádiz, Madrid, Spain	2021–2022
B.Sc. in Industrial Engineering — Universidad del Norte, Barranquilla, Colombia	2014–2021
B.Sc. in Economics — Universidad del Norte, Barranquilla, Colombia	2015–2022
Specialization in Entrepreneurship: Launching an Innovative Business — University of Maryland	2016

TECHNOLOGIES

Microsoft Office 365 • SharePoint • Trello • Salesforce • Sugar • Google Smartsheets • Genesys • Slack • Jira • Basecamp • ERPs (CRM, TMS and WMS) • Python

AI SKILLS

LLMs (Best option by use case): ChatGPT, Gemini, Copilot, Grok, Perplexity, Claude, Mistral

AI Automations: Zapier, Make, n8n, UiPath.

AI Agents: n8n, AgentKit, Opal, AI Studio, Zapier.

AI Project Management: Notion, Napkin, ClickUp, Jira, Trello, Asana, Microsoft 365

AI Data Analysis: Deepnote, BigML, Power BI

AI Content Generation: MidJourney, Gonma, Gamma, Genspark, Picture, DALL-E, Synthesia

AI Vibe Coding: Lovable, Cursor, Claude Code, Codex.

CERTIFICATIONS

Integrated Management Systems Diploma — *Universidad de Cádiz* (2022)
 Certificación Líder IA — *Universidad del Norte* (2025)
 AI Foundations for Everyone — *IBM* (2025)
 AI for Business — *Wharton* (2025)
 Generative AI Leader Professional Certificate — *Google Cloud* (2025)
 IT Scrum Master Professional Certificate — *IBM* (2025)
 Project Manager Professional Certificate — *IBM* (2025)
 Google Project Manager Professional Certificate — *Google* (2025)
 Generative AI for Project Managers Specialization — *IBM* (2025)
 Generative AI for Executives and Business Leaders Specialization — *IBM* (2025)
 Microsoft 365 with Generative AI — *Microsoft* (2025)
 AWS Generative AI Applications Professional Certificate — *AWS* (2025)
 AWS Generative AI and AI Agents with Amazon Bedrock — *AWS* (2025)
 AI Product Manager Professional Certificate — *IBM* (2025)
 Microsoft AI & ML Engineering — *Microsoft* (2025)
 Agile Project Management — *University of Maryland* (2026)
 Google People Management Essentials — *Google* (2026)
 Google AI Essentials — *Google* (2026)
 Digital Marketing Certification — *Hubspot* (2026)

AI Developer Professional Certificate — IBM (2025)

COURSES

KAM (Key Account Management) — Udemy (2025)
N8n – AI Agents, AI Automations & AI Voice Agents — Udemy (2025)
Python for Absolute Beginners — Udemy (2025)
Introduction to Artificial Intelligence — Platzi (2026)
Prompt Engineering Advanced Course — Platzi (2026)
ChatGPT Advanced Course — Platzi (2026)
Copilot Microsoft 365 Advanced Course — Platzi (2026)
Advanced Course in Automations with n8n — Platzi (2026)
Advanced Course in Vibecoding with Lovable — Platzi (2026)
Agile Delivery Management — Platzi (2026)
Claude 101 – Anthropic (2026)
Claude Code 101 – Anthropic (2026)
Introduction to Subagents – Anthropic (2026)
AI Fluency for Small Businesses – Anthropic (2026)
Introduction to Claude Cowork – Anthropic (2026)
Introduction to Agent Skills – Anthropic (2026)
AI Capabilities and Limitations – Anthropic (2026)
Claude Code In Action – Anthropic (2026)
AI Fluency: Framework & Foundations – Anthropic (2026)
AI Fluency for Non-Profits – Anthropic (2026)
Teaching AI Fluency – Anthropic (2026)
AI Fluency for Students – Anthropic (2026)
AI Fluency for Educators – Anthropic (2026)
Introduction to Model Context Protocol – Anthropic (2026)
Model Context Protocol: Advanced Topics – Anthropic (2026)

KEY SKILLS & EXPERTISE

AI Integration in Business Solutions • Supply Chain Optimization & Cost Management • Product Development & Market Research • Sales Strategy & Team Leadership • Operations Management & Business Expansion • Digital Marketing & Consumer Engagement • Strategic Client Relationship Management

ACHIEVEMENTS

- Successfully led multiple business expansions, from opening new offices to managing efficient sales teams, contributing to substantial revenue growth.
- Spearheaded optimization initiatives that reduced operational costs and improved service delivery across various business areas.
- Designed and launched innovative marketing campaigns that maximized brand visibility and customer retention.

LANGUAGES

Spanish C2 • English C2 • French B1

PROFESSIONAL REFERENCES

Shawn Davis

Owner & CEO – Brightway Management & Metal Building Group (*Eversafe Steel Buildings, Ironbuilt Steel Buildings, Curvco Steel Buildings and Archcore Steel Buildings*)
Email: sdavis@ironbuiltbuildings.com • WhatsApp: +1 (412) 689-2670

Giancarlo Pugliese

Owner & CMO – Porthos (*Steakhouse & Pub*)

Email: gpugliese@porthospub.com • WhatsApp: +57 (310) 369-8210
