

# RESUMÉ

He began his career in 1996 working for Banco Bital within the Contact Center department in Mexico, D.F. Within six months of having successfully been part of multiple projects in said section, he was promoted to Systems Manager and a year later, awarded the position of Assistant Director of “Directo Bital”, the bank’s customer service department. He was in charge of everything related to I.T., human resources, quality control and assessment of over 850 telephone customer service agents, achieving ISO 9002 certification in the year 2000. Soon after, he joined the E-Commerce group where he developed a Knowledge Management project for the incorporation of more than 18,000 employees.

In the year 2000 he participated as founder of Manta Systems Mexico, which changed its name to Corsidian in 2003. He was appointed General Manager that year, adding several multinational corporations to its customer base and earning a reputation for the high levels of customer satisfaction in technical support and implementation of technological solutions, as well as the development of new markets such as the southern area of the United States and Central America.

Currently, Mr. Suarez is the General Manager for the areas encompassing Mexico and the rest of Central America. He is in charge of maintaining a high degree of customer satisfaction, increasing regional value and developing the different call center markets currently under expansion within said countries.

Mr. Suarez has lectured at several conferences, congresses and seminars in Latin America. He is licensed as an architect by the Universidad La Salle (University of La Salle) in Mexico, D.F., and has an M.D. in Business Management which was awarded by the IPADE. He has also attended several multiple Call Center courses and obtained both national and international certifications.



**ALEJANDRO  
SUÁREZ BAUTISTA**



General Manager, Mexico and  
Central America

**CORSIDIAN**