

Hugo Jacob Jiménez Medrano

MBA · MSA

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Operations & Supply Chain · Cross-Border Logistics · Continuous Improvement · Workforce Planning · KPI Reporting · Bilingual (EN/ES)

PROFESSIONAL SUMMARY

Dynamic, bilingual (English/Spanish) operations leader with 15 years of experience driving end-to-end supply chain optimization, cross-functional program management, and KPI governance across international networks. Proven track record in P&L ownership, cost avoidance, and change management within complex multinational environments. Expert in translating advanced analytics and business intelligence into actionable frontline strategies — and communicating results clearly to audiences from frontline teams to executive stakeholders. Known for building scalable operating models and leading high-performing teams to exceed productivity, retention, and commercial growth targets.

EDUCATION

Master of Business Administration (MBA) · The University of Texas at San Antonio *GPA: 3.97 / 4.00*

Master of Science in Administration – International Administration (MSA) · Central Michigan University

BBA, International Business · The University of Texas at San Antonio

Honors: National Society of Collegiate Scholars · National Honor Society · Valedictorian · Student of the Year

PROFESSIONAL EXPERIENCE

VIP Hotel Coordinator — FIFA World Cup 2026™ (Opening Week Deployment)

Adecco / Expertos en Back Office (FIFA Transport Operations) · Mexico City, MX

Jun 6 – Jun 14, 2026

- Served as on-site hotel coordinator for FIFA senior officials, council members, delegates, and international VIP/VVIP guests — including members of the FIFA Legends program — during the opening week of the largest sporting event in North American history.
- Received and hosted arriving VIP and VVIP guests, managing arrivals, departures, and match-day movements while ensuring every detail of their stay and transport experience met FIFA service standards.
- Coordinated across hotel staff, security, concierge, transport supervisors, and drivers to ensure smooth guest movement, load-zone clearance, and seamless handoffs from hotel to venue to airport.
- Executed against defined FIFA Transport Service Levels (FT1–FT5), tracking requests, schedule changes, and escalations in the Transport Management Module (TMM) to maintain continuity through the tournament's opening week.
- Provided discreet, bilingual (Spanish/English), guest-centered service in a premium hospitality environment, anticipating needs and resolving issues calmly under high-visibility conditions.

Operations Coordinator – Fitness & Wellness

The University of Texas at San Antonio · San Antonio, TX

Aug 2022 – May 2024

- Led full-cycle talent acquisition, selection, and performance management for a 60+ member student workforce; conducted 250+ structured interviews and made final hiring decisions for frontline and leadership roles.
- Executed headcount planning and optimized onboarding processes to reduce new-hire time-to-productivity by 50% while managing a \$250K annual labor cost budget.
- Increased employee engagement and retention by 20% across a 110+ weekly-shift operation through structured coaching, recognition programs, and clear performance expectations.
- Implemented 1:1 readiness assessments covering safety protocols, emergency response, program knowledge, and customer service to raise frontline operating standards.
- Built BI reporting infrastructure and standardized transaction categories — cutting report preparation time from ~60 to ~20 minutes through process automation, eliminating 2–3 weekly coding errors, and enabling daily reconciliations to the penny.
- Awards: Supervisor of the Month (8×) · Exemplary Service Award · Student Employee of the Year · Fitness & Wellness Employee of the Year (2×)*

Logistics Manager & Quantitative Operations Consultant

TBM Carriers · San Antonio, TX

May 2015 – Oct 2020

- Directed end-to-end supply chain operations for 7,500+ annual shipments across a 1,200-city U.S./MX/CA network — including the Nuevo Laredo–Laredo corridor, the busiest commercial land crossing in North America — coordinating trade compliance, customs documentation, broker handoffs, and border execution to protect SLAs.
- Led carrier procurement strategy and network execution for a 200+ truck fleet, directly supporting \$15M+ in annual P&L and EBITDA contribution.
- Maintained 100% retention on key enterprise accounts by consistently exceeding service-level agreements and serving as the primary point of contact for high-priority client escalations.
- Generated \$240K in year-one cost avoidance through fuel hedging and vendor management negotiations, stabilizing cost exposure and improving operating leverage.
- Built predictive analytics models and statistical lane analyses that drove continuous improvement initiatives, reducing fleet maintenance spend by 17%.
- Designed fleet-availability BI dashboards and KPI governance frameworks that enabled data-driven decision-making, recovering ~4 manager-hours per day.
- Resolved a critical McLeod TMS workflow blocker during system trial, authored the internal user guide, and trained logistics and fleet managers on new workflows — removing the final adoption barrier.
- Led rollout of PeopleNet GPS telematics and automated e-logs across the fleet, configuring a complete geofence landmark network spanning the U.S. and Mexico to improve route tracking, HOS compliance, and fleet visibility.

- Monitored evolving U.S. Customs, NAFTA/USMCA, and hours-of-service regulations to maintain continuous cross-border compliance and mitigate regulatory risk across three countries.
- Cultivated relationships with third-party carriers, transload partners, and 3PL providers through strategic procurement to expand network capacity and protect cross-border service levels.
- Translated operational data, service metrics, and cross-border capabilities into stakeholder presentations and client-facing deliverables that supported commercial discussions and helped win new business.

Fleet Manager

TBM Carriers · San Antonio, TX

Jun 2013 – May 2015

- Directed daily operations, maintenance, and fuel dispatch for a 200+ truck fleet across Mexico, the U.S., and Canada, ensuring safety compliance and SLA management across all lanes.
- Managed performance and safety compliance for 40+ drivers, ensuring cross-border operational continuity.
- Created bilingual SOPs and training materials to improve onboarding consistency, process standardization, and adoption of new operating procedures.
- Coordinated with terminals, maintenance teams, and external partners to minimize downtime and protect service continuity.

Graduate Assistant, Operations – Fitness & Wellness

Central Michigan University · Mount Pleasant, MI

Aug 2011 – May 2013

- Interviewed, hired, trained, scheduled, supervised, and evaluated 55+ student employees supporting recreation operations across three facilities totaling 400,000 sq. ft.
- Reduced labor costs by 15% through strategic scheduling, demand-based workforce planning, and disciplined budget management.
- Coordinated evening operations and student staff across the Student Activity Center, Rose Center, and Intramural Outdoor Complex, ensuring service quality and safety compliance.
- Developed training manuals and SOPs for Graduate Assistants, Supervisors, and Floor Staff; supported selection and procurement of \$50K+ in fitness equipment.

Independent Portfolio Manager

Self-Directed (Part-Time) · Remote

Oct 2020 – Present

- Manage a self-directed investment portfolio using quantitative analysis, risk controls, and disciplined position sizing.

CERTIFICATIONS

Data Analytics Certified Professional – Six Sigma Global Institute

Supply Chain Logistics – Rutgers University

FEMA Emergency Logistics – IS-238 · IS-703.b · IS-362.a

PROFESSIONAL DEVELOPMENT

Management Consulting Specialization – Emory University

McKinsey Forward Program – McKinsey & Co.

Lead for Results: From Planning to Execution – Harvard Business Review

Coaching Skills for Managers Specialization – UC Davis

AI Agents Fundamentals: From Zero to Agents – BIG School / Jon Hernández

In Progress: Project Management Professional (PMP) – PMI · Global Procurement and Sourcing Specialization – Rutgers

TECHNICAL SKILLS

Data & Analytics: SQL · R · Power BI · Tableau · Minitab · Advanced Excel (PivotTables, XLOOKUP/VLOOKUP, Power Query, SUMIFS/COUNTIFS, KPI dashboards, forecasting, conditional formatting) · ETL Processes · Predictive Analytics · Business Intelligence (BI) Reporting · Generative AI (research, drafting & workflow automation) · AI Agent Automation

Systems: SAP S/4HANA · McLeod TMS · Jira · PeopleSoft · Fusion · Microsoft Office Suite · Samsara · PeopleNet

Methods: Lean · Kaizen · Agile · Six Sigma (Data Analytics) · DMAIC · ADKAR · Kotter's 8-Step Change Model · Workforce Planning · Root Cause Analysis · SOP Development

Languages: English (Native/Bilingual) · Spanish (Native/Bilingual)

Operations: KPI Reporting · Budget Forecasting · Risk & Compliance · Cross-Functional Collaboration · Change Management · Strategic Planning · Stakeholder Management · Vendor Management · Procurement · SLA Management · Process Improvement