Oscar Arturo Padilla Sánchez

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SUMMARY

Highly accomplished Program Manager with over 10 years of progressive experience in leading complex initiatives, driving digital transformation, and implementing robust performance management systems. Proven expertise in strategic planning, budget oversight, cross-functional team leadership, and data-driven decision-making across diverse sectors, including international development, technology, and public institutions.

EXPERIENCE

Manager of monitoring evaluation and learning

Palladium / SURGES USAID   **November 2023 – March 2025**

- Directed performance measurement and reporting for a $29 million program, ensuring on-time delivery of all KPIs and demonstrating consistent progress against strategic objectives.
- Successfully established foundational impact measurement by conducting baseline research with approximately 500 individuals in challenging geographies, validating project effectiveness.
- Directed the full lifecycle of a comprehensive performance management and analytical system for strategic initiatives.
- Defined and established key performance indicators (KPIs), overseeing data acquisition, processing, and quality assurance processes.
- Drove cross-functional team collaboration and stakeholder engagement to ensure project alignment and fostered a data-driven culture.
- Managed knowledge transfer programs, implemented adaptive strategies based on actionable insights, and provided strategic oversight to ensure project outcomes aligned with organizational objectives.
- Led primary research with diverse demographic groups to validate project impact and inform strategic decision-making.

Monitoring and evaluation manager

American Bar Association Rule of Law Initiative   **June 2022 – October 2022**

- Oversee and implement program monitoring, evaluation, and learning system aligned with INL policy.
- Collect, process, present data to the donor and ensure quality and compliance with general data protection regulations.
- Design theory of change and monitoring and evaluation programs for new program proposals.
- Generate meetings to pause and reflect on the fulfillment of program objectives.
- Organize focus groups and arrange interviews with key informants.
- Research the application of the knowledge shared to project beneficiaries.
- Report progress on program indicators in DevResults.
- Provide MEL capacity building and ongoing support to ABA-ROLI staff and local partner organizations, Support the development of technical proposals for new opportunities.

Project manager of Digital transformation, analytics, and process excellence

Teleperformance   **October 2021 – May 2022**

- Identify improvement opportunities in operations proceses, pain points, and bottlenecks through waste analysis and consistency analysis in contact center clients.
- Create and execute roadmaps for the digital transformation of internal business processes.

Manager of data analytics, reporting, evaluation and learning leader

PA consulting / Mexico British Embassy   **November 2020 – June 2021**

- Managed data analytics and performance measurement for a significant program.
- Designed/implemented data collection tools, managed databases, and oversaw the full data lifecycle (collection, processing, analysis).
- Tracked program KPIs/metrics and generated strategic reports/visualizations to inform data-driven decisions and client reporting.
- Liaised with stakeholders for data insights.
- Led data governance, ensuring quality, integrity, and compliance with data privacy laws (Mexican & international).
- Provided data-driven recommendations to guide program strategy.

Manager of Institutional Data Analytics and Evaluation

MSI / USAID Mexico   **January 2018 – June 2020**

- Lead, plan and manage consulting project to build capacity for monitoring and evaluation of local criminal justice systems in Mexico (attorney general's office, superior court of justice, public defender's office and civil society organizations) with USAID funding.
- Design, plan, budget and supervise program activities.
- Conduct organizational analysis, training needs analysis, training program implementation.
- Oversee subcontractor execution.
- Create RFP, SOW and technical proposals for new opportunities.
- Convince senior management leaders for buy-in to program activities.
- Collaborate in the creation of partnerships with civil society organizations and business sector.

- Managed relationships with internal and external program staff (public servants, academics, organized civil society actors, businesses).
- Provide consulting to implement (public policies) evaluation systems, database management, data analysis, creation and monitoring of key performance indicators (KPI), to identify problems in the operation of business processes and build plans to solve them.
- Supervise software development, root cause analysis, software requirements definition, manage the relationship with software development teams and internal and external personnel involved with the project.
- Training to make decisions based on data (monitoring and evaluation), detonating innovation and making more efficient internal processes in a continuous improvement scheme.
- In addition to my work as a manager, coaching teams under the methodology of the Rapid Results Institute.
- Against all odds, 1 year and a half before the end of the program, with low compliance with the goals and few expectations of achieving them, we managed to surpass them.

Manager of quality, continuous improvement and innovation
Mexico general attorney of justice   **February 2017 – January 2018**
- Lead, plan, implement and manage projects to install and update quality and innovation management systems in the Institution.
- Carry out the operational plan and budget for the area's activities.
- Create a network of quality and innovation liaisons in each of the administrative units to improve communication, share best practices and solve internal operational problems.
- Planned, budgeted and supervised courses on the ISO-9001 quality standard, statistical techniques for quality, change management, and organized workshops to trigger institutional innovation under the design thinking methodology.
- Facilitated interviews, observation sessions, sessions to identify root causes of problems, requirements analysis and data analysis related to the institution's management software.

Manager of Information Technology and Analytics
Council for the Michoacan new criminal justice system   **July 2011 – December 2016**
- Lead, design, and manage digital transformation technology projects for the institutions of the justice system in Michoacán.
- The implementation of computer support systems for management was fostered in the General Prosecutor's Office, the State Court, the Public Defender's Office, the Public Security Secretariat and the Executive Commission for victim assistance.
- Led the technical support, requirements analysis, process modeling (BPM, UML, Flowchart diagrams), process improvement (DMAIC) software development, subcontractor management, and build training plan on the management and operation of the computer systems built.
- Budget and manage the relationship with the federal government to win the necessary resources to make the technological projects of the different institutions.
- Also, I laid the foundations to establish systems for monitoring and evaluation for institutional performance with analytics.

EDUCATION

Master of Technology (MTech), Technology information, e-commerce, e- goverment Master
University of Guadalajara · 01-2013-08-2015

Technology information management Bachelor
Universidad del Valle de México · 01-2004-12-2008

SKILLS

Project management, Scrum approach, Cross-funcional team management, Planning, Budgeting, Risk management, Stakeholders management, Stakeholder communication
Software: Multillingual Teams, Worldwide Communication, Database Management, Data Quality, Statistical Analysis, Data Visualization, Power BI, Python, SAS, SQL, Data Modeling, Data Mining, Impact Assessment, Client Feedback, Satisfaction Data, Behavioral Analysis, Business Intelligence, Dashboard Software, KPI Tracking, Performance Evaluation, Outcome Reporting, Strategic Alignment, Funds Management, Budget Administration, Expense Tracking, Team Leadership, Performance Coaching, Process Improvement, Team Building

Power BI, Survey platforms, Qualtrics, Fulcrum, Survey Monkey, ETL, Database management, Datawarehouse management

Spanish, English