

MIGUEL PEREZ

Weston, FL | myemailassistant@gmail.com

SUMMARY

Learning, customer enablement, and business operations executive with 24 years of experience building high-performing teams, scaling global learning organizations, and designing operational systems that accelerate customer adoption, improve business performance, and drive organizational growth. Proven track record leading global organizations through hiring, coaching, performance management, digital transformation, and AI-enabled process automation while partnering with executive leadership across product, engineering, sales, operations, and customer-facing teams. Known for transforming complex business challenges into scalable learning ecosystems, operational frameworks, and measurable business outcomes through data-driven decision making, automation, and continuous improvement.

CORE COMPETENCIES

Learning Strategy • Customer Education & Enablement • Business Operations • Program Management • Organizational Development • Hiring & Performance Management • Instructional Design • Learning Technologies & LMS • Knowledge Management • AI-Enabled Learning & Automation • Business Process Automation • Operational Excellence • Performance Analytics & KPIs • Change Management

KEY ACCOMPLISHMENTS

- Managed a \$3.8M annual customer education business while maintaining 55% operating margins through strategic program management and resource optimization.
- Doubled global learning capacity from 7,000 to 14,000+ learners annually while maintaining 95%+ customer satisfaction through digital learning adoption, curriculum optimization, and operational improvements.
- Scaled short-term rental operations 600%, growing from 5 to 35 managed properties in two years by building scalable training programs, automation workflows, and standardized operating processes.
- Created 66+ SOPs, hundreds of agent training and customer videos, and 73 standardized operating systems supporting customer, agent, and property onboarding, guest communications, technology management, vendor coordination, and daily operations.
- Launched Cognex's first customer-facing LMS supporting 8 languages, expanding digital learning access and enabling scalable self-service education for customers and partners worldwide.
- Increased learner feedback participation from 40% to 75%, while raising learner satisfaction from 50% to 95%, enabling data-driven program improvements and stronger customer insights.

PROFESSIONAL EXPERIENCE

Punta Cana Host — Co-Founder, Learning & Operations Strategy

Weston, FL | Mar 2024 – Present

- Built and scaled the learning, operational, and technology infrastructure supporting a growing short-term rental management company, expanding from 5 to 35 managed properties in two years.
- Recruited, onboarded, coached, and performance-managed distributed teams supporting guest services, maintenance coordination, property operations, and customer experience.
- Created 66+ SOPs with video walkthroughs and 73+ standardized operating systems covering onboarding, guest communications, maintenance, finance, and property technology.
- Produced hundreds of short-form training and guest communication videos reducing repetitive inquiries and improving self-service support.
- Built AI-assisted knowledge management and automation workflows across guest communications, maintenance workflows, task management, and property onboarding; established operational KPIs measuring guest satisfaction, response times, service quality, and team performance.

Fresenius Kabi — Lead Developer, Intravenous Manufacturing Quality (Contract)

Weston, FL | May 2024 – May 2026

- Developed, documented, trained, and supported AI computer-vision automated inspection in C# assessing quality assembly and packaging of medical device kits.
- Trained AI models to measure and classify assembly of Y-tube and hose welds; created graphical user interfaces for manufacturing technicians and developers.
- Authored written SOPs with step-by-step video tutorials and trained manufacturing technicians to identify model gaps and train AI on new datasets.

- Delivered project ownership 14 days ahead of the delivery deadline; zero post-handoff support calls since the May 2026 hand-off.

Cognex Corporation — Senior Manager, Global Customer Training

Weston, FL | Jan 2016 – Mar 2024

- Directed Cognex's global customer education organization supporting customers, distributors, partners, and employees across North America, Europe, Asia, and Latin America; hired, coached, mentored, and developed managers and instructors.
- Doubled global learning capacity through digital transformation initiatives, including implementation of Cognex's first customer-facing LMS supporting 8 languages; achieved 95%+ customer satisfaction across 14,000+ annual learners.
- Managed a \$3.8M annual customer education business while maintaining 55% operating margins.
- Piloted and launched the Cognex Approved Academic Provider program, training and coaching product integration at universities including Tecnologico de Monterrey and Lorain County Community College.
- Established global governance for curriculum development, documentation standards, and instructional quality; built executive dashboards and KPI reporting on learner engagement, adoption, and program effectiveness.

Cognex Corporation — Senior Technical Instructor, Customer Training

Americas | Jan 2000 – Jan 2016

- Delivered customer, partner, and employee training worldwide; conducted needs analyses and developed course materials for diverse technical audiences.
- Implemented a course development feedback system used by instructors globally to communicate needs and promote best practices.
- Received the highest individual and team achievement awards for training excellence.

TECHNICAL & SOFT SKILLS

Business Operations: Business Development, Sales Enablement, Customer Success Strategy, Client Onboarding, Strategic Partnerships, CRM Workflows, Operational Scaling, Vendor Management, KPI Development, Organizational Change Management

Learning & Enablement: Instructional Design, Adult Learning, Curriculum Development, LMS, Blended & Virtual Learning, Technical Documentation, Knowledge Management, Learning Analytics

AI & Automation: ChatGPT, Claude, Gemini, AI Workflow Automation, AI-Assisted Content Development, Documentation Automation, Process Automation, AI Computer Vision (C#)

Infrastructure & Self-Hosting: Docker, Docker Compose, Linux (Debian/Ubuntu), OpenMediaVault, Portainer, Nginx Proxy Manager, Cloudflare, DNS, VPN, Git/GitHub, Server Administration, Backup & Disaster Recovery

Platforms & Media: Microsoft 365, Teams, SharePoint, Google Workspace, OBS Studio, High-Impact Presentations (Dale Carnegie), Webinar Delivery

Languages: English, Spanish (Fluent)

CERTIFICATIONS & EDUCATION

Certifications: AMA Managing Chaos • AIA Advanced Vision Professional • Dale Carnegie High Impact Presentations • InSync Virtual Classroom Facilitator

University of Phoenix — Bachelor of Science, E-Business (2010) | Northeastern University — Electrical Engineering Coursework (74 credits completed)