

WHO TO CONTACT:

People Operations

POMX@goodsandservices.com

- Available Vacation Days & PTO
- Payroll
- Individual Development Plans
- Holidays
- Medical Insurance/ Benefits
- Feedback on Work Environment, Project, and Leadership



Staffing Team

nelli.noriega@goodsandservices.com

julio.sanchez@goodsandservices.com

diego.velazquez@goodsandservices.com

- Staffing Management: Nelli Noriega
- Open Positions: Nelli Noriega, Julio Sanchez & Diego Velazquez
- Bench Interview Process: Nelli Noriega, Diego Velazquez
- Employee Referral Program: Julio Sanchez & Nelli Noriega



Finance

alma.maravilla@goodsandservices.com

elizabeth.st-vil@goodsandservices.com

adalilia.flora@goodsandservices.com

- MX Payroll & Account Payable: Alma Maravilla
- US Payroll & Accounts Payable: Elizabeth St.Vil
- Tallie Expense Reports: Adalilia Flora
- Chase Company Credit Cards: Elizabeth St.Vil



Employee Success

EmployeeSuccess@goodsandservices.com

- 1st-day Onboarding
- Be Programs (Be Well & Be Rich)
- Travel
- Events
- Company Culture
- Dexty English Program



Partner Success

partnersuccess@goodsandservices.com

- Questions About Assignments
- Issues or Delays with Client Credentials
- Special Equipment or Licenses Needed for Client Projects
- Requests by Client for Extra Hours Support
- Moving to, or from the Bench
- Client-facing Questions or Issues (Including any escalations or critical issues related to clients)



WHO TO CONTACT:

Professional Services

professionalservices@goodsandservices.com

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carlos.choc@goodsandservices.com

Permits, Vacation, PTO, IDP, General Support: Your manager

Escalations: Tony Zapata, Galib Saab, Alexis Gutierrez

- CoE Automation: Marco Chan & Josue Flores
- CoE AWS: Alejandro Buenfil
- CoE DevOps: Luis Barrales
- CoE Azure: Jesus Vargas
- CoE Coding Front End: Alex Alonzo
- CoE Coding Backend: Max Cervantes
- CoE Snowflake: Josue Pedroza
- CoE Analytics: Angel Lopez
- CoE Escalations: Javier Alvarado & Carlos Choc



IT Support Team

[Help Center: IT Service Desk](#)

- Hardware & Software Requests
- Common Issues
- General Support

Operations & Facilities

[Help Center: Operations Service Desk](#)

- Office-related issues or requests
- Chairs
- Shipments

GOODS & SERVICES