

WHO TO CONTACT:

People Operations

PO@goodsandservices.com

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



Talent Management Team

nelli.noriega@goodsandservices.com

julio.sanchez@goodsandservices.com

diego.velazquez@goodsandservices.com

- Talent 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

omar.tecuanhuehe@goodsandservices.com

- MX Payroll & Account Payable: Alma Maravilla
- US Payroll & Accounts Payable: Elizabeth St.Vil
- Tallie Expense Reports: Omar Tecuanhuehe
- 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

tony.zapata@goodsandservices.com

galib.saab@goodsandservices.com

alexis.gutierrez@goodsandservices.com

marco.chan@goodsandservices.com

josue.flores@goodsandservices.com

alejandro.buenfil@goodsandservices.com

luis.barrales@goodsandservices.com

jesus.vargas@goodsandservices.com

alex.alonzo@goodsandservices.com

angel.lopez@goodsandservices.com

capodaca@goodsandservices.com

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: Alex Alonzo
- CoE Snowflake: Angel Lopez
- CoE Analytics: Angel Lopez
- CoE AI: Christopher Apodaca
- CoE Escalations: Carlos Choc

IT Support Team

Help Center: IT Service Desk

- Hardware & Software Requests
- Common Issues
- General Support

Operations & Facilities

HelpCenter:OperationsService Desk

- Office-related issues or requests
- Chairs
- Shipments

GOODS & SERVICES