
MIGUEL A. VILLEGAS

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QUALITY MANAGEMENT | INFORMATION TECHNOLOGY FOCUS

IT/Application Support & Management

Accomplished results-oriented IT professional with more than 18 years of experience in network troubleshooting, systems administration, application support and bookkeeping. Skilled in overseeing technology improvement initiatives and aligning information services with business goals. History of providing effective leadership with focus on total organizational coordination to improve processes, streamline operations, increase reliability, and maximize productivity.

Additional strengths:

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| ✓ Business Performance Management | ✓ Vendor Relations and Resource Management |
| ✓ Product Development and Marketing | ✓ Team Collaboration and Leadership Skills |
| ✓ Continuous Process Improvement | ✓ Training, Mentoring, and Employee Development |
| ✓ Network Security and Design | ✓ Strong Problem-Solving Abilities |
| ✓ Quality Assurance and Control | ✓ Strategic Planning and Tactical Execution |

PROFESSIONAL EXPERIENCE

INTUIT, INC, Tucson, AZ (2012-Present)

Publicly held computer financial and tax preparation software company with over 8,000 employees and \$3 billion in revenue

Software Analyst – Supportability Specialist QuickBooks Online/Accountant (Nov 2014 – Present)

Partner with engineering and product development teams to help them understand customer issues and improve offerings. Provide outstanding customer care and issue resolution for QuickBooks and adjacent products. Exercise judgment for highly complex issues and determine appropriate action.

- Analyze root cause of product defects, identify and document solutions and partner with engineering teams to eliminate customer pain.
- Identify trends and emerging issues, and communicate key product concerns to the broader engineering and product marketing teams as part of an iterative product development cycle.
- Technical lead, coordinating and engaging with a broader customer care team (incl. partners) to prioritize issues and synthesize key customer learning's.
- Subject matter expert in customer experience for offerings including communication with senior management.
- Test features in software products from customer perspective, document defects, workarounds, and solutions in our online knowledge base.

QuickBooks Online Accountant & Pro Advisor SME (Jan 2012-Oct 2014)

Resolved complex accounting, software, computer hardware and operating system issues for Intuit Professional Advisor Firms and Clients. Provided Help Desk support and resolved technical issues using a thorough knowledge of software products, services, computer systems and networks.

- Help Desk Technician for software, accounting, bookkeeping, computer, hardware and network issues.
- Import/Export conversion expert – Desktop to QBO, QBO to Desktop
- QuickBooks Online support expert.
- Enterprise Solutions support expert.
- QuickBooks Pro/Premier support expert.
- Payroll support expert.

INTUIT, INC - Continued

Manager - ProSeries & Lacerte (Dec 2012-Apr 2013)

Drove operational and service excellence by motivating, supporting, managing and developing a staff of 15 Tax Service and Support agents. Managed team performance through service observing, coaching, change management and One on One's to deliver great customer experiences. Conducted performance reviews, set performance goals and implemented development plans to improve agent skills and performance to deliver a great customer experience. Prepared and delivered Seasonal Agent performance metrics and reporting to senior leadership, drove Tax agent performance, initiatives and goals.

- Drove customer experience improvements in technical service offerings for ProSeries & Lacerte support by improving agent skills and reducing handle times.
- Increased agent productivity and efficiency through agent development and coaching.

COX COMMUNICATIONS INC, Tucson, AZ (Jul 2011- Dec 2012)

Privately owned subsidiary of Cox Enterprises, Third-largest cable entertainment and broadband services provider in the country, With over 6 million customers and over 22,000 employees.

Field Operations Network Technician

Maintains and ensures quality performance of cable services through installation design and troubleshooting of cable services and equipment. Maintains cable network performance through troubleshooting, replacing/repairing components and scheduling maintenance procedures as required.

- Installs, disconnects, configures and troubleshoots video, high speed internet, and telephony services.
- Installs, configures and troubleshoots Ethernet and Wireless networks.
- Drives company vehicle between office, warehouse and work sites and maintains company vehicle.
- Educates customers on new and existing services and sells additional services.
- Plans daily route, requisitions equipment and supplies and stocks vehicle.
- Ensures quality of processes, programs and customer satisfaction
- Resolves customer complaints.

INTUIT, INC, Tucson, AZ (1999-2010)

Manager - Tier 3 Support (2008-2010)

Drove operational and product excellence by motivating, supporting, and managing a staff of 16 Tier 3 specialists. Lead root cause analysis, issue resolution, product defect documentation, and implemented process improvements to company products and services to deliver a great customer experience. Conducted quarterly performance reviews, set performance goals, monitored calls and resolved escalations from Tier 3 specialists and Executive/Office Of The President Escalations. Coached change management, project management, and business case development. Prepared and delivered performance reviews to senior leadership and cross functional groups on Tier 3 performance, initiatives and goals.

- Drove customer experience improvements in technical service offerings for Tier 3 support and data services by increasing agent skills and reducing "Time to resolution".
- Increased productivity and efficiency in QuickBooks data file conversions and data recovery, reducing service levels from seven days to two days by incorporating outsourced vendors to existing work processes.
- Designed and successfully executed transition plan to move 100% of data recovery and data conversion work offshore to outsourced vendors.

INTUIT, INC - Continued

Technical Development Specialist (2005-2008)

Improved agent productivity, call resolution, and customer satisfaction scores through effective mentoring and training. Provided helpdesk support to leadership, Tier 1 and Tier 2 to assist in resolving customer issues. Analyzed call data and agent performance, compiled and presented reports to senior leadership. Facilitated team meetings, improved communication and standardize processes between employees and contractors. Partnered with managers, subject matter experts, and QA analysts to improve service performance, identify opportunities for improvement, and recognize accomplishments.

- Improved Tier 1 and Tier 2 performance by assessing agent skills and capabilities, delivering feedback, mentoring and training.
- Improved Tier 1 and Tier 2 product knowledge, soft skills, and troubleshooting abilities.
- Improved call resolution and customer satisfaction scores as a direct result of mentoring and feedback.
- Standardized processes and criteria for assessing agent performance and capabilities.
- Provided helpdesk support to Tier 1 and Tier 2 agents, SMEs, and leadership to assist in resolving customer issues and improve call resolution and customer satisfaction scores.
- Identified and documented program defects, resolving highly complex technical escalations.
- Created and managed KB content.

QuickBooks/Point of Sale/Merchant Account Services SME (1999-2005)

Resolved complex accounting, software, computer, hardware and operating system issues for Point of Sale, QuickBooks, and Merchant Account Service end users. Answered questions and resolved technical issues using a thorough knowledge of software products, services, troubleshooting methods, networks, operating systems, and peripherals. Provided helpdesk support to Tier 1 and resolved Tier 2 escalations.

- Help Desk/Technical support expert in software, computer, hardware and network troubleshooting.
- Point of Sale/Merchant Account Services/Network subject matter expert.
- Team lead - escalations expert.

EDUCATION & TRAINING

PIMA COMMUNITY COLLEGE
Systems Administration/Networking AAS

TECHNICAL PROFICIENCIES

Software: SQL, Python, MS Office, VM Ware, QuickBooks, Enterprise, Point of Sale, Turbo Tax

Operating Systems: Windows 10, 8, 7, Windows Server, Linux, Cisco, Mac, Android