



LUZ M MOLINA ORDONEZ
BUSINESS SERVICE ANALYST

PROFILE

Proficient business-services analyst with more than 10 years of progressive experience in the financial service field.

I enjoy working with people and challenging myself about new topics and learning opportunities to growth and develop. Successfully assessed operational procedures, providing hands-on experience analyzing records and data, information and troubleshooting issues. Accomplished goals navigating latest compliance regulations and service-level agreements, maintaining strict compliance with updated standards.

Detail-oriented team player with strong organizational skills. Ability to handle multiple projects simultaneously with a high degree of accuracy.

EXPERIENCE

BUSINESS SERVICE ANALYST

ANHEUSER-BUSCH SALES OF SAN DIEGO

APRIL 2018 TO PRESENT

Accountable for performing and ensuring all critical local business processes (route reconciliation, daily cash deposits, inventory adjustments, accounts payable) are executed and meet daily, weekly and monthly service level. Accountable for coordinating, performing, and ensuring that all Business Service Center local processes support and enable the centralized processes in St. Louis, MI. Process activities include check and invoice scanning, Perform technical support for handhelds and mobile computing. Maintain standards controls, and compliance related to the Business process. Oversee or perform technology support for local personnel e.g. handheld, connectivity, data synchronization. Act as the single point of contact for escalations by internal and external customers. Executes timely and accurate transactions. Assists in the resolution of discrepancies and data analyst and Maintenance. Provides consistently outstanding service to internal clients as well as public customers. Process end of the day data, run rankers to reconcile and balance spread sheets and routes to determine the cash flow for the day.

TELLER- SERVICE REPRESENTATIVE

US NATIONAL ASSOCIATION BANK. BOULDER, CO

JUN 2016 TO OCTOBER 2016

Interacted with customers who want to withdraw or deposit money into their bank accounts following bank policies to ensure ethical business practices, greeting customers and helping them with their needs and speaking with clients about new products and other financial services available. Responsible for the handling of routine bank transactions, cashing checks, depositing money and processing payments. Accepting cash, checks, and other forms of payment from customers and keeping deposit slips, checks, and cash in order. Providing special services, such as printing out account balances and histories, ordering cards and checks, closing accounts, issuing cashier's checks and foreign currency, cashing savings bonds, and processing payments for bills following federal banking laws and bank procedures.

CONTACT

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LANGUAGES

English

Spanish

SKILLS AND CHARACTERISTICS

MS Office Suite

Ability to work collaboratively as part of a team.

Problem solving

Meticulous attention to detail

Organization skills

Database analysis

Operation processes

Dependability

Willingness to learn

REVENUE CONTROL ANALYST

AVIANCA AIRLINES. BOGOTA-COLOMBIA

MAY 2002 TO NOVEMBER 2013

Responsible for ensuring that the airline maximizes their revenue potential through effective pricing and inventory management. Analyze customer data, ticket sales and competitor pricing to set pricing strategies and review demand in real time to adjust fares accordingly. Examine Air Income from tours and tour air expense utilizing current back office accounting systems and data to ensure air profitability. Report monthly adhering to executive deadlines (KPI reports). Work with Group Air Pricing systems and assist in maintaining Group Air prices that are both competitive and profitable. Analyzed data for report generation of revenue, performance and forecasting sales and profitability control. Tracking revenue over time and determine the root of deviations and loss of profit versus competitors in the industry. Analyzed best products and services and the ones subject to control or improvement as well as the marginal cost and expenses involving the revenue, extracting numerical data information and processing it to help management to control and make business decisions and margins of profit. Analyzed data to make reports of business segments and partners to determine potential opportunities of growth and diversification.

EDUCATION

BACHELOR OF SCIENCE IN ECONOMICS

UNIVERSITY OF BOGOTA JORGE T. LOZANO

NOVEMBER 2010

BUSINESS/FINANCIAL MANAGEMENT ASSOCIATE DEGREE

UNIVERSITY OF BOGOTA JORGE T. LOZANO

JUNE 2012

ENGLISH AS A SECOND LANGUAGE

SAN DIEGO COMMUNITY COLLEGE

SEPTEMBER 2014.