

Michelle Valenzuela

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EXPERIENCE

Maximus Vital Statistics, San Antonio, TX — *Technical Writer*

September 2021 - December 2021 (a startup project and temporary role)

- Assisted the company's startup team as the technical writer.
- Created and wrote call center processes for the new company project named Vital Statistics.
- Identified and addressed gaps in processes created by the previous vendor.
- Developed policies and written workflows with strong UI visuals and cues for staff to read and follow to successfully complete tasks.
- Led agile meetings with stakeholders and clients to create and confirm written policies and expectations.
- Collaborated with the training and supervisor teams to implement user feedback.
- Wrote the project's contractually required Quality Plan in which the project's quality promises and standards were outlined.
- Created and wrote the Quality Control auditing tool and user guides for the Quality Control Coordinators to audit the frontline staff's adherence to policies and procedures.
- Served as the special matters expert at the time of the project's deployment.

Maximus, San Antonio, TX — *Quality Control Manager*

April 2018 - PRESENT

- Manage the Quality Control (QC) department for Operations (document processing) and the Eligibility Support (ES) Call Center with over 100 indirect reports and six direct reports.
- Analyze negative performance trends, identify root causes, and implement action plans to eliminate errors for over 1000+ frontline call center and document processing employees.
- Develop processes and clarifications to address frontline performance trends and concerns through the Quality Control

SKILLS

Web Development: HTML, CSS, JavaScript, jQuery, Bootstrap, Moment.js, Bulma, Git, Terminal, Node.js, Express.js, SQL, MySQL

Other Skills:

- Data analysis
- 10 years of leadership and agile project management experience
- Technical writing
- Interpersonal skills
- Visual, written, and oral communication

ABOUT

An analytically driven leader with 10 years of experience in leadership, quality control, root cause analysis, error prevention, technical writing, training curriculum development, and cross-departmental collaboration.

A highly adaptable, organized, supportive, and creative professional that produces thoughtful and effective work.

Coordinators and Quality Control Supervisors.

- Develop and maintain QC auditing programs as the program manager through continuous partnership with web developers
- Communicate with the vendor's client for possible updates and clarifications to work instructions and processes
- Communicate with stakeholders and executive management to implement new processes and quality action plans.
- Create QC Coordinator coaching and teaching techniques and auditing methodologies based on staffing needs, performance trends, and the client's requirements
- Approve, edit, and create training material and knowledge source work instructions for new hires and current staff for the ES Call Center and Operations.

LANGUAGES

English and Spanish

Maximus, San Antonio, TX — *Policy and Procedure Technical Writer*

October 2017 - April 2018

- Provided staff with written policy and procedure expectations from the company's client
- Adhered to the client's policies when writing instructions for frontline staff
- Communicated with the client for possible updates and clarifications to work instructions
- Evaluated the impacts of new processes, policies, and technology to current written processes and staff in multiple departments
- Communicated with stakeholders and executive management to implement updates to work instructions for error prevention or changes in processes and policies
- Created redesigns of work instructions based on user feedback to better assist staff's understanding of expectations when helping the residents of the state of Texas

Maximus, Midland and San Antonio, TX — *Quality Control Supervisor*

October 2012 - October 2017

- Developed and implemented new processes in the Quality Control department to assist the growth of its individuals and the staff the department supports.
- Managed QC employees' auditing accuracy, and developed QC employee's written and oral communication via trainings and team builds
- Evaluated and developed QC employees' coaching/teaching skills for weekly meetings with CCR staff
- Assisted the supervisor and management team with auditing and monitoring of their team's performance
- Analyzed negative performance trends, identified root causes, and implemented action plans to eliminate errors
- Created, translated, and recommended process work instructions

for frontline staff to ensure the compliance to policies

Maximus, Midland, TX — Customer Care Supervisor

October 2011 - October 2012

- Managed the On the Job Training program's functionality and process for new hires in conjunction with the QC department. I assured that all new employees were being trained, accommodated, and that any new employee who struggled adapting or learning the job would be assisted in an individual and in-depth manner by their assigned supervisor and QC.
- Created and implemented topics and presentations for OJT debriefs or daily meetings in which newly hired staff were further developed during their on the job training. These implementations are still in use currently.

EDUCATION

University of Texas at San Antonio, San Antonio, TX — BA of Arts: English

2014 - 2016

University of Texas at San Antonio, San Antonio, TX — BA of Arts: Spanish

2014 - 2016

ADDITIONAL EDUCATION

UTSA Bootcamp — Full Stack Developer

Currently enrolled

REFERENCES

Tara Santos: Manager

903-714-6883

Magali Duran: Former Manager

432-438-8090

Jennifer Lozano: Former Co-Worker

432-631-3055