

Michelle Valenzuela

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EXPERIENCE

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 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.

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

SKILLS

Web Development: HTML, CSS, JavaScript, jQuery, Bootstrap, Moment.js, Bulma

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.

- 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

LANGUAGES

English and Spanish

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

- Directed the Customer Care Representatives' call production and quality by monitoring CCR staff's adherence to schedule and to policies and procedures
- Coached, trained and developed new CCR staff to produce high

quality performance

- 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 — Coding

Currently enrolled

References

Tara Santos: Manager

903-714-6883

Magali Duran: Former Manager

432-438-8090

Jennifer Lozano: Former Co-Worker

432-631-3055