

OSCAR DAVID MENDOZA

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PROFILE:

Drive high-performing teams, solve complex issues, and optimize service delivery with 6+ years of expertise in Oracle B2C, incident management, and team leadership.

PROFESSIONAL EXPERIENCE

Oracle – Product Support Manager

From: Sep 2022 To: Current

- Lead a diverse, global team of application support engineers, fostering collaboration, cultural sensitivity, and continuous learning through training and knowledge-sharing initiatives.
- Possess a deep technical expertise in Oracle B2C (RightNow), resolving critical issues through root cause analysis, collaborating with developers, and proactively monitoring performance for optimal uptime.
- Implement best practices to build effective service delivery processes, tracked KPIs, analyzed trends, and optimized resource allocation for maximum efficiency.
- Acted as a communication bridge between various stakeholders, delivering clear technical information and facilitating collaborative problem-solving across departments and time zones.
- Achieving significant impact through reducing downtime, decreasing repeat tickets via a community system, reducing on call costs by ~40%, and attaining an 8.5 out of 10 customer satisfaction rating.

Oracle – Support Tech Lead

From: Apr 2021 To: Sep 2022

- Managed and mentored a growing team of support engineers, including onboarding and training a new team of 5 in Guadalajara.
- Fostered collaboration and knowledge sharing within the team, providing guidance and support to both new and experienced members.
- Effectively addressed and handled both internal and customer escalation complaints, ensuring smooth resolution and positive outcomes.
- Championed a results-oriented approach through implementing and promoting 'shift-left' metrics, leading to improved workflow efficiency and reduced customer-to-engineer interactions.
- Partnered with internal teams to diagnose, troubleshoot, and resolve application issues, bugs, and faults, prioritizing and maintaining clear communication with customers throughout the incident lifecycle.
- Collaborated in creating automated processes that bridge the gap between customer feedback and development teams, ensuring continuous improvement and responsiveness to customer needs.

Functional Experience: Possess strong communication and interpersonal skills, effectively bridging the gap between technical and non-technical stakeholders.

Tools: Oracle B2C (RightNow), MySQL, Linux, HTML/CSS, Host Management Systems, Chrome DevTools, Fiddler, WebDAV

Oracle – Senior Technical Support Engineer

From: Jul 2020 To: Apr 2021

- Provided comprehensive support for Oracle Service Cloud (OSvC) customers, covering core functionalities, Browser UI, and analytics modules.
- Managed customer cases throughout the entire lifecycle, from initial inquiries to triage, reproduction, bug reporting, and resolution.
- Maintained in-depth product knowledge, encompassing development, architecture, and application functionality.
- Effectively documented support content and troubleshooting procedures for both internal and customer-facing solutions.

Functional Experience: Possess strong communication skills, adept to guiding customers through technical issues and explaining complex production behaviors.

Tools: Oracle B2C (RightNow), MySQL, Linux, Host Management Systems, and Chrome DevTools.

HCL – Service Desk Shift Lead**From: Feb 2020 To: Jul 2020**

- Empowered a team of 8 service desk agents by providing guidance, resolving critical issues, and nurturing their troubleshooting skills through ongoing training and support boosting their overall performance.
- Fostered a culture of continuous learning, ensuring team members possess up-to-date knowledge and expertise.
- Collaborated with agents to achieve key performance metrics, adhere to service level agreements (SLAs), and maximize their effectiveness.
- Analyzed call and chat volume data to proactively plan staffing levels and ensure optimal service delivery, meeting established service level goals.

HCL – Incident Management Specialist**From: Dec 2017 To: Feb 2020**

- Served as the primary point of contact for user support, addressing technical issues across hardware, software, and network domains (level 1 and 2).
- Possessed expert-level troubleshooting skills for diverse technologies, including virtual machines (Citrix, VMWare), Microsoft Office 365, VPN, Windows OS, internet browsers, and Windows-based applications.
- Effectively managed, diagnosed, and resolved user issues, ensuring timely resolution, adherence to service level agreements (SLAs), and appropriate escalation when necessary.
- Successfully deployed software installations and updates through PowerShell and company network platforms, showcasing automation expertise.

Functional Experience: Deep understanding of incident, request, problem, and major incident management lifecycle, applying ITIL best practices.

Tools: Citrix XenDesktop & Director, Linux/Unix, Active Directory, Microsoft Office 365, Windows OS, CMD/PowerShell, and ITIL frameworks.

Alorica – Operations Team Manager**From: Sep 2016 To: May 2017**

- Led a dynamic team of 7 Team Leads and 170 agents, directly reporting to the Operations Manager and Operations Director.
- Effectively communicated client expectations and key performance indicators to ensure alignment and goal achievement.
- Monitored trends and performance changes related to clients, proactively addressing potential issues, and optimizing service delivery.
- Supported supervisors with daily workflow management and participated in goal setting, incentive program, and performance reporting.
- Coached, developed, and mentored subordinates to consistently achieve high performance, fostering their personal growth and management skills.
- Actively participated in devising strategies to attract, compensate, and retain top talent, aligning individual goals with departmental objectives.
- Assisted team members in setting and achieving career development goals, promoting a culture of continuous learning and advancement.

EDUCATION:**UTEL Universidad****Guadalajara, Mexico 2023 - Current**

Bachelor's in computer systems engineering

PROFESIONAL DEVELOPMENT:

Oracle Cloud Infrastructure Foundations Associate

Guadalajara, MX

Sep 2023

LANGUAGES:

Spanish native, English fluent