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WORK EXPERIENCE

• **SENIOR ADMIN SERVICE-NOW SUPPORT** Flextronics, Global **08/2012 – Current**

Apply Project Management methodology to assure new projects related to the Global Systems Support department can be successfully planned, designed, developed and released to production. Be the point of contact for the IT regional managers in Asia, Americas and EMEA to assure solutions provided are accurate. Provide support to different IT teams around the organization and identify (to follow up and implement) improvements to the system that can cause in a cost, time or resources reduction for the company (most recent savings generated: up to 60,000 USD yearly - including soft and hard). Responsible to build documentation and perform test analysis when vendor releases new features and patches for the system.

• **BUSINESS SYSTEMS ANALYST- Project Manager** Flextronics, México **10/2011 – 08/2012**

Responsible of design and development lead for a Business Management System solution that concentrates dashboards and other tools, to serve as the basis for management decision making. Also responsible to identify key people from all areas within the INS organization and work as liaison to: understand process flows on each area, work together with local and regional IT for using current systems/applications/solutions available and avoid non-necessary development. Ensure current systems compliance is fulfilled and be sure future re-work as well as peripheral applications developments are avoided when possible. Concentrate all CIENA areas requirements to assure we are providing the solution they need. To build functional and technical specifications that are used by development to work once reviewed and approved by both IT and functional areas; and review each task is accomplished according to deadlines.

• **HRIS MANAGER MEXICO** Flextronics, México **02/2010 – 10/2011** *Human Resources Information Systems Specialist, leader of the team that supports all México sites (6).*

Responsible for manage the team that provides support and maintains the Human Resources Information System, Workday, in all Mexico sites; from the Go Live preparation to the stabilization during its 1st year operating. As a liaison between IT and business stakeholders (HR/Payroll) my main responsibilities were: to support system updates, testing for new Workday releases, processes changes, improvements, data integrity maintenance for all employees in México sites; work with HR, Business Analysts and Vendor to resolve issues that involves downstream systems integrations (Kronos, FlexTalent and AD). To be the second tier support for HR on system issues, develop or recommend solutions to address gaps/improvements in processes. Troubleshoot research and resolve cases within agreed service level agreement, which I bring the team to beat SLA in 40% less time than established. Hierarchy configuration and maintenance in Workday including: Organization, Business Sites, Pay Groups and Cost Centers. Run audits to ensure data accuracy, Security Roles assignment compliance, and discover potential issues that need to be communicated to functions within HR. Create and edit reports to meet end user requirements. Mass transactions processing like yearly Merit process. Train HR on HRIS processes and forms. Provide required data and documentation for internal audits.

• **FLEXUNIVERSITY COORDINATOR MEXICO** Flextronics, México **04/2008 – 02/2010**

Regional Super Administrator for the Flextronics' Learning Management System (27,500 accounts, 6 sites in Mexico,) and Local support for the largest site in Americas (GDL North Campus).

Responsible for the complete migration from the old LMS to the new platform that includes Talent and Learning. On the *System Management* responsible for: user's configuration and information maintenance. Security Roles creation and administration; duplicated accounts and transcripts transfer solution. Online and ILT courses' management: assign Required Training and reports on status. *On the Support* responsible for Flex University usage, deployment and follow up; Training Materials development (multimedia); Courses' Update and Call Center support. Build and improve reports to meet end user requirements. As a leader of the regional team I had to coordinate people: 2 local direct reports and 5 remote Administrators in each Mexico sites.

• **CBT ENGINEER** Flextronics, Guadalajara **10/2006 – 04/2008**

As Computer Based Training Engineer I was responsible for Local (GDL) and Regional administration of the LMS Flex University, including: weekly student's database upgrades, online courses assignments, end users support. Run on demand reports using Query Editor. HR web master and Intranet sections developer for 3 sites. Online courses design and development. Excel Intermediate teacher.

• **INTERNSHIP** Grupo Flextronics, Guadalajara **03/2006 – 09/2006**

As an Intern in HR-Training area I was responsible for the weekly database students' update in Flex University. Online courses orthographic, format verification and correction. Quality Procedures document transformation into online course format.

EDUCATION

Instituto Tecnológico y de Estudios Superiores de Monterrey, Campus Guadalajara.

Computer Systems and Management *Technological Entrepreneur Model Aug. 2001 – May 2006*

SKILLS

Ability to communicate through all levels in the organization, as a liaison between different areas to build an strategy that work the best for each and results the best for the company. I like challenges, working with people and technology. Trying different ways of doing something, personal improvement, team work and negotiation that results in the end-users and customer's satisfaction; are part of my strategy for goals achievement.

I consider myself a responsible person, with vision and adaptable to change. I am used to work under pressure and I like analysis and planning as the basement for a project to succeed.

CONTINUOUS SKILLS

IN PREPARATION

- Project Management methodology and concepts.

INTERNATIONAL EXPERIENCE

California State University Chico. Chico, CA. USA

- ERP and Decision Support Systems (SAP), Diploma (Summer 2005)
- Computer Graphics and 3D Animation, Diploma (Summer 2004)

DIPLOMAS AND CERTIFICATIONS

- Emerging Leaders Program (ELP)
- Business Landscaping - Diploma
- Technological Entrepreneurs -Diploma
- Student Leadership - Diploma o Adobe Flash, Design Techniques

LANGUAGES

- **Spanish** – Native
- **Portuguese** – Basic
- **English** – Advanced (*Reporting to Corporate managers for +5 years*)

PROJECTS AND ACHIEVEMENTS

- Soft and hard savings up to 60,000 USD yearly by developing Maintenance Module for Plastics segment in Service-Now.
- Software Asset Management migration in Service Now, for all regions: Americas, Asia and EMEA.
- *HRIS Knowledge Project*. HRIS Processes standardization for all Mexico-North America sites (USA/CA/MEXICO/BRAZIL).
- *Integration/Interfaces improvement*. Working directly with downstream systems leaders on processes improvement and time - data entry errors reduction.
- *Quality Procedures Tracking System (QTRACK)* Design, implementation and support based on RASCI methodology.
- *Active Directory Accuracy Project - Shingijutsu*. Problem detection that results in Kaizen event and USD 62k yearly savings for Flextronics.
- *Mexico support calls and e-mails reduction* by implementation of designed training strategy: training tutorials in Spanish, FAQ's, simulators and personalized "Step by step" e-mails.
- *Learning Software to help people with disabilities* (Idea and design).
- *Project Leader for a High-Tech product design* for people with language disabilities to express themselves. (*New company founded*).
- *Information Technology Auditor* best Audit project recognition.
- *Students Society Foundation and 1st President*. Along with my team, we succeed on making the Best National Congress (*participants evaluated it*) As well as cultural, sports and professional events.
- *Mexico Youth National Prize 2003 Candidate*

SOCIAL RESPONSIBILITY and COMMUNITY

- **JUMMER VOLUNTEER** Guadalajara, Chiapas and Michoacán; México **1998 – Current**
Work with social groups for integration to the society of people with disabilities. Educate in values in rural communities. Group lead since 2001.
- **JUMMER VOLUNTEER** Colomba, Guatemala City; Guatemala **2000 – 2001**
- **VOLUNTEER – COMITEE MEMBER:** Teletón 1998, 1999 - Soñar Despierto 1999

SOFTWARE - COMPUTER APPLICATIONS AND SKILLS

- Service-Now.com as administrator and end-user.
- Workday (ERP) as administrator and end-user
- Cornerstone On Demand (Talent and Learning Management System)
- MS Office (Advanced Excel / PPT / Word) , Access intermediate.
- PhotoShop, Adobe suite. HTML.
- SQL and Javascript (basic)

CITIZENSHIP

- Mexican
- Spanish