

# Hector E. Carbajal

BUSINESS ANALYST

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## PROFESSIONAL SUMMARY

Business Analyst with 7+ years of experience in contact center operations, specializing in process optimization, cross-functional collaboration, and data-driven decision-making. Proven track record of delivering **\$50K+ quarterly cost savings** through IVR workflow analysis and maintaining **2-hour SLA** for high-profile product launches. Skilled in translating business requirements into technical solutions, building analytics dashboards, and driving operational improvements across healthcare and technology clients.

## PROFESSIONAL EXPERIENCE

### Business Analyst (CX Operations)

Mar 2022 – Apr 2025

VXI Global Solutions | Austin, TX

- ▶ Served as primary liaison between business units, IT, and engineering teams across enterprise clients including **Roku, Samsung, ModivCare, and Barclays**, translating operational needs into technical requirements.
- ▶ Drove **5–10% improvement in SLA compliance** and reduced AHT by ~1 minute through IVR workflow optimization, generating an estimated **\$50K+ in quarterly cost savings**.
- ▶ Maintained **2-hour SLA** during Roku TV product launch, coordinating cross-functional teams for rapid issue resolution and seamless customer support operations.
- ▶ Designed and maintained **20+ Visio process maps** covering customer journeys, IVR structures, internal workflows, and tooling documentation for multi-client support programs.
- ▶ Partnered with Roku engineering to log and track 10–20 software/hardware issues via JIRA; validated fixes in lab environments and supported patch testing and RMA decisions.
- ▶ Gathered requirements and collaborated with internal tech team on AI-powered knowledge assistant, defining use cases, data sources, and user workflows for agent-facing chatbot implementation.
- ▶ Conducted pre-launch quality testing and data validation in Excel and SQL to ensure alignment with business rules; identified discrepancies in contact routing and escalation tracking.
- ▶ Created automated daily reports in Zendesk and Five9 for operations leaders, tracking SLA compliance, escalation trends, and RMA volumes.

## CORE SKILLS

### ANALYTICS & BI

Tableau, Power BI, Excel (Power Query, Pivots, Advanced Formulas)

### PROGRAMMING

Python (pandas, NumPy, scikit-learn, Streamlit), SQL (Joins, CTEs, Window Functions)

### CONTACT CENTER

Zendesk Admin, Five9, Salesforce, AWS Connect

### PROCESS & TOOLS

Visio, JIRA, Miro, Confluence, SharePoint, Notion

### METHODOLOGIES

Requirements Gathering, Gap Analysis, UAT, Erlang C Forecasting

## PORTFOLIO PROJECTS

### SLA Radar

Real-time SLA monitoring with Erlang C staffing optimization and drift detection  
*Python, SQL, Streamlit, Tableau*

### Roku Patch Stability

ML pipeline predicting firmware regressions (ROC-AUC: 0.93) with CI/CD risk gates  
*Python, CatBoost, SQL*

### Help Center Intelligence

NLP-driven macro effectiveness scoring and topic clustering  
*Python, scikit-learn, TF-IDF*

### Job Market Analytics

API-driven job market tool with skills extraction  
*Python, REST APIs, Streamlit*

- ▶ Authored **25+ SOPs** and training guides; consolidated resources into searchable knowledgebase, reducing onboarding time and improving process consistency.

Assistant Manager (Contact Center Operations)

2016 – 2021

Planet Fitness | Austin, TX

- ▶ Supervised daily operations for a **50-person customer service team**, managing queue performance, escalations, and adherence to call center KPIs including AHT, CSAT, and FCR.
- ▶ Performed **call volume forecasting and staffing optimization** using Erlang C calculations in Excel, balancing service levels against labor costs for workforce planning.
- ▶ Led empathy and escalation-handling training that reduced repeat escalations and improved CSAT by an estimated 5–10%, supporting member retention.
- ▶ Developed and standardized **15+ SOPs**, QA forms, and workflow documents to improve consistency across call handling and billing processes.
- ▶ Managed CRM and contact center systems (Zendesk, Five9, Salesforce, ABC Financial), resolving technical issues and coordinating vendor updates.
- ▶ Conducted QA analysis of agent performance and presented weekly findings to management; used insights to drive targeted coaching and continuous improvement.

EDUCATION

**B.S. Data Analytics**

Western Governors University

*In Progress • Expected 2026*

CERTIFICATIONS

Data Analytics	Google
Advanced Data Analytics	Google
IT Support	Google
CS50x (Intro to CS)	Harvard
CS50P (Python)	Harvard

LANGUAGES

English • Native

Spanish • Native/Bilingual