

Cesar Castrejon

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WORK EXPERIENCE

HULU/DISNEY STREAMING SERVICES

Associate Analyst, Workforce Optimization, March 2020 - Current

- **Business Partner Analyst, Disney+ APAC & ESPN+**
 - Work with Program Management and Operations to ensure a successful launch of Disney+ for the APAC region.
 - Coordinate business partner outsourcers to ensure launch readiness for UFC PPV events.
 - Act as the bridge between business operations teams, business partner outsourcers and technical teams to define, prioritize and test systems or process enhancements.
 - Deliver reporting & insights to stakeholders regarding staffing, intraday performance metrics, trends, variances to forecast, etc.
- **Real-Time Analyst, Global Command Center**
 - Monitor daily and intraday volume, average handle time and other critical staffing metrics as measured against forecast, identify variances, understand, and communicate drivers, create a pre-determined action plan to keep performance in line with goals.
 - Provide insight and recommendations based on the observed and quantified trends to drive efficiency and stabilize performance.
 - Collaborate with partners to ensure self-service reporting is meeting business needs (Tableau, Domo, Salesforce, etc.)
 - Provide support to the Global Command Center in identifying system-related issues and outages.
 - Analyze trends on contact drivers, tying issues to specific activities through root-cause analysis (surge events, seasonality, etc.)
 - Deliver reporting & insights to stakeholders on performance metrics for the NA, EMEA, LATAM and APAC. Provide input working towards data-driven decisions.

CONNECTICA SOLUTIONS

Support and Development Lead, August 2017 - March 2020

- Create and maintain a MySQL Server database containing call detail records from 5 vendors.
- Build and maintain an automated invoicing process that uses Python scripts to gather call records from vendor's API's, performs data cleaning, and formats using Pandas.
- Reduced the invoicing turnaround time from 8 hours to 2 hours through Python automation scripts.
- Document and iteratively improve business-wide processes.
- Collaborate with IT team to generate Tableau reports to track SNOW tickets.

EDUCATION

THE UNIVERSITY OF TEXAS AT SAN ANTONIO

Working towards B.S Mechanical Engineering

UNIVERSITY OF SOUTHERN CALIFORNIA

Viterbi School of Engineering Data Analytics Bootcamp

COLUMBIA UNIVERSITY

Applied Machine Learning Certificate (Online)

ADDITIONAL SKILLS

- Strong analytical and storytelling skills.
- Knowledge in SQL.
- Full proficiency in Excel, Tableau, and other BI tools.
- Experience working with large datasets and working with high levels of ambiguity.
- Experience in process documentation and process improvement for organization-wide projects.