

ERNESTO A. VALECILLOS

Cypress, Texas || 346-588-2200|| evalecillos@gmail.com

Skills & Interests

Fluent Spanish & English Office 365 Computer assembly
Tech/Software savvy Crossfit
Soccer Gaming Traveling

Education

Universidad Rafael Belloso Chacin
Bachelor in Computer Engineering.

Lone Star College coursework in Computer Science.

Spark Software Eng Training HTML5, CSS3, JavaScript, Java.

University of Texas at Austin Full Stack Web Developer Coding Bootcamp -inprog

Professional Experience

Dell Managed Services Lead

03/2021 - Current

CSAT Solutions, Inc. (713-734-5200)

- Assisted operations management in decision making and process changes to maximize efficiency throughout the receiving line.
- Assisting personnel from other departments in recognizing gaps in process as well as providing feedback on how to minimize faults and improve efficiency.

Lenovo Flat Panel Display Lead/Point of Contact

06/2020 - 03/2021

CSAT Solutions, Inc. (713-734-5200)

Houston, TX

- Achievements
 - Boosted daily claim fulfillment output by 25%.
 - Implemented inventory system that led to an increased accuracy of 99% from 65% of FG inventory.
 - Proposed Business Change Request leading to increased OEM/customer report accuracy, 45% higher shipping output; increase of part and FG accuracy by 65%, reduction of labor cost of 30%, and increase in repair efficiency by 25%.
- Act as Point of Contact between OEM's and Customer with the company.
- Responded to and effectively resolved customer escalations in a timely manner to ensure customer satisfaction as well as driving down backlog of claims by 75%.
- Supervised, motivated, evaluated, and coached employees.
- Mentored and guaranteed proper firmware preparation and installation for multiple displays.
- Certified forklift operator: swing reach (TSP), order picker (SP) forklift (RC), pallet jack (PE), pallet jack (electric WP).

Lenovo Whole Unit Repair Technician Lead

11/2019 - 07/2020

CSAT Solutions, Inc. (713-734-5200)

Houston, TX

- Responsible for providing troubleshooting assistance, and mentoring to a group of 96+ technicians in repair as well as testing processes. Successfully having high output and low OBA and test fail rate.
- Assisted technicians, with in-house software usage, RealTime to increase technician performance and maximize first pass yield rate.
- Distributed units to technicians according to their skillset to maximize performance; as well as re-allocated units in case of any escalation of priority or mis-happens to ensure SLA standards.
- Vast knowledge in OBA, testing, engineering, shipping, call center, warehouse, and other miscellaneous areas leading to supporting decision making with said departments's processes.
- Assisted operations manager in decision making and relaying of workload to other leads according to their strengths, as well as technicians to further improve their leadership skill, maximize performance and ensure that top priority tasks are completed leading to an overall production boost.
- Assisted operations manager as well as personnel from other departments in recognizing gaps in process as well as providing feedback on how to minimize faults and improve efficiency.
- Logged and validated claim IT-related issues minimizing backlog.

Dell Whole Unit Repair Technician Lead

09/2018 – 11/2019

CSAT Solutions, Inc. (713-734-5200)

Houston, Tx

- Responsible for providing troubleshooting assistance, and mentoring to a group of 90+ technicians in repair processes. Successfully having high output and low OBA fail rate.
- Assisted technicians, with in-house software usage, RealTime to increase technician performance and maximize first pass yield rate.

- Distributed units to technicians according to their skillset to maximize performance; as well as re-allocated units in case of any escalation of priority or mis-happens to ensure SLA standards.
- Vast knowledge in OBA, testing, engineering, shipping, call center, warehouse, and other miscellaneous areas leading to supporting decision making with said departments's processes.
- Assisted operations manager as well as personnel from other departments in recognizing gaps in process as well as providing feedback on how to minimize faults and improve efficiency.

Dell Whole Unit Repair Technician
CSAT Solutions, Inc. (713-734-5200)

12/2017 – 09/2018
Houston, TX

- Advanced troubleshooting/diagnosing in hardware/software related malfunctions for multiple Dell model laptop units.
- Proper disassembly of units, maximizing speed and minimizing process induced damage, as well as assembling the unit back to full functioning conditions with extremely low OBA fail rate.

Sales Rep./Project Estimator/ IT Manager
The Grounds Guys of Cypress (832-688-5769)

11/2016 – 12/2017
Houston, TX