

# Felipe Dolago

Cedar Park, TX 78613 | +01 (254) 681-7065 | [lagofelipe@gmail.com](mailto:lagofelipe@gmail.com)

---

## PROFILE

Adaptable and dedicated professional with over a decade of Account Management, Customer Interaction and Data Analysis experience leading and managing cross-functional teams and delivering customer-centric marketing strategies and solutions to increase productivity and drive business revenue. Outstanding communication, analytical, problem-solving, leadership, interpersonal and teamwork abilities. Fluent in English, Spanish and Portuguese.

## SKILLS

Business Analyst | Project Management | Business Development | Customer Success | Client Relations | Strategic Account Management | Customer Retention | B2B | Leadership | CRM | Consulting | MS Office | Analytics | SQL | RAILS | Data | Salesforce | SAP | GSA Ready | Top Secret Clearance

## EXPERIENCE

---

### **Hays City Corp.**

**Austin, TX, USA**

*Tex-con Oil & Motiva Enterprises Partnership - Strategic Account Manager*

*November 2014 – July 2020*

- Consistently meet or exceed all production goals and Delivery targets ( 2020 Motiva Marketer of the year)
- Boosted baseline workload and efficiency by moving all planning and ordering into SmartLogix. Lead time changed from 24 to 48 hrs, a 100% improvement in transit and delivery times.
- Helped to achieve team member retention in a very competitive tech and sales market, introducing cross-training to increase team redundancy to eliminate the risk of single experts, reversed a previously high turnover department.
- Managed a high profile Fortune 500 partner, Total > 100M in Yearly Sales (FY2019)

### **Suncoast Resources Inc.**

**Houston, TX, USA**

*Suncoast Resources Austin, Operations – Warehouse Manager*

*July 2012-November 2014*

- Lead a team in verifying and inspecting shipments in order to ensure delivery of optimal quality merchandise while improving safety scores and lead times.
- Managed location inventory, prepared and completed monthly inventory reporting.

### **U.S. Army**

**Gunsan, South Korea**

*AMEED MEDPROS certified Trainer*

*March 2010 -July 2012*

- Healthcare Specialist(68W) with Top Secret Clearance assigned to USAF 8th Wing. (Kunsan AFB, South Korea)
- Primarily oversaw and trained officer personnel on MEDPROS ( USMEDACC) software and its initial implementation in the Asian theater.

### **HEI Hotels and Resorts INC.**

**Orlando, FL. USA**

*Embassy Suites Downtown Orlando Operations- Assistant Controller*

*December 2008- February 2010*

- Worked directly with Controller and General Manager to ensure accuracy and auditing of all house, payables and receivable accounts.
- Assisted in the preparation of financial statements in compliance with government and Hilton guidelines and requirements

## EDUCATION

---

### **Flatiron School**

**Austin, TX, USA**

Software Engineering immersive Bootcamp

August 2020

### **United States Army Medical Center and School**

**San Antonio, TX, USA**

AMEED Health Care Specialist / MEDPROS

November 2010

### **Universidade Gama Filho**

**Rio De Janeiro, Brazil**

Bachelor of Business Administration (BBA)

July 2008