Felipe Dolago

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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 |Tableau | SQL | RAILS | Data | SalesForce | SAP | GSA Ready | Top Secret Clearance | Process Improvement | Reliable

EXPERIENCE

Accenture   **Austin, TX, USA**
Google & YouTube, product under GSO- Platform Associate/Quality Analyst   *August 2021 - Present*
- Achieved high quality performance as a content moderation admin and SME, and in-depth understanding of specific workflow policies.
- Effectively conducted root cause analysis for workflow, creating action plans to stakeholders .

Hays City Corp.   **Austin, TX, USA**
Tex-con Oil & Motiva Enterprises Partnership - Operations- Team Lead   *November 2014 – July 2020*
- Boosted baseline workload and efficiency by moving all planning and ordering into SmartLogix. Lead time changed from 24 to 48 hrs, a 100% improvement on lead 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, and reversed a previously high turnover department.

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 / Analyst   *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) CRM software and its initial implementation in the Asian theater.

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   November 2010

Universidade Gama Filho   **Rio De Janeiro, RJ, Brazil**
 Bachelor of Business Administration   July 2008