# Luis Pedro Véliz

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## Maintenance And Operations Coordinator

Talented Maintenance Coordinator with successful experience in prioritizing maintenance requests and promptly responding to emergency repair needs. Driven to document detailed records of completed labor in work orders.





#### **Address**

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#### **Phone**

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#### E-mail

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Strategic Planning

Administrative

Support

Project Oversight

Meticulous 00000

Attention to

Detail

**Professional** 00000 and Mature

Interpersonal

Communicati on

Scheduling

00000 Coordination

2023-10 -Current

2023-09 -

2023-10

### **Maintenance Coordinator**

Peaceful Property Management, Remote

- Monitored priorities and liaised between maintenance team and management, delegating tasks to complete on time.
- Managed maintenance team of +40 providers and coordinated repair schedule according to priority level.
- Oversaw equipment and parts inventory and tracked shipments to reduce stock shortages.
- Decreased maintenance accidents by 90% through robust safety monitoring and QA process.
- Analyzed previous business processes for inherent flaws, avoiding similar pitfalls in subsequent process development lifecycles.
- Reduced maintenance costs through thorough analysis of repair needs and prioritization of tasks.

## **Customer Opportunity Advisor**

Peaceful Property Management, Remote

- Collaborated with sales and marketing departments to support client acquisition.
- Identified and pursued valuable business opportunities to generate new company revenue and improve bottom line profit.
- Established and maintained highly effective relationships with clients and industry partners to drive growth.
- Implemented creative sales training techniques for new and existing staff to increase revenue and overall success.

Real Estate
Operations
and
Transactions
Organization
al and
Leadership
Skills
Property
Operations



Google
Workspace
Microsoft
Sharepoint



### Consultant

2022-05 -

2020-01 -

2022-05

2023-08

Intecap, Guatemala City

- Developed innovative strategies for clients, resulting in increased revenue and business growth.
- Identified areas of improvement for clients" operations, implementing targeted solutions to increase productivity.
- Designed tailored training programs for employees at various levels within organization, boosting overall skillsets.
- Collaborated with cross-functional teams to successfully deliver comprehensive solutions for clients.

# Operations Manager, Customer Relations

Inmobiliaria Summa, S.A., Guatemala City, GU

- Analyzed data trends to identify potential bottlenecks in operations workflow, implementing strategies to mitigate risks accordingly.
- Developed strong relationships with vendors, resulting in better pricing and improved service quality.
- Led successful change initiatives, ensuring seamless transitions during organizational restructuring efforts.
- Implemented new inventory management system to optimize stock levels and reduce waste.
- Enhanced customer satisfaction by establishing clear communication channels and addressing concerns promptly.



2014-01 - Bachelor of Arts: Clinical Psychology
2018-11 Universidad Rafael Landívar - Guatemala City,
Guatemala