

OSCAR D. VANEGAS

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www.linkedin.com/in/oscar-vanegas

SKILL SUMMARY

- More than six years of experience planning and coordinating production to ensure maximum service levels.
- Deadline oriented with ability to handle multiple projects simultaneously while maintaining quality standards; excels in faced-paced work environments.
- Ability to work independently and identify/implement solutions that maximize efficiency while minimizing costs; proactively looks for trends in data that can lead to process improvements.
- Customer focused and committed to providing the highest level of service.
- Strong data analysis skills, with an ability to interpret and integrate data from multiple sources.

PROFESSIONAL EXPERIENCE

CMO Software LLC, Atlanta, GA

Support Analyst (2016 - 2016)

- Managed inbound calls and emails to ensure SLA levels are met, presenting weekly reports to regional management team, and proactively communicating status of resolutions with end users.
- Worked in partnership with global Customer Support team within global customer service standards and guidelines.
- Organized and leading meetings with Customers to discuss their existing tasks lists; publishing meeting minutes, and promptly resolving any action items.
- Troubleshoot software and identify issues in a cross function capacity working with technical team analysts and software development team.
- Partnered closely with stakeholders, colleagues, and management to ensure the testing and successful deliver of service pack and major upgrades with the agreed specifications.

MAXIMUS, Austin, TX

Specialist Workforce (2013 - 2016)

- Managed real-time inbound call volume to ensure performance levels are met; Analyzes call volumes, patterns and trends, as well as employee productivity to make appropriate recommendations for changes in strategy.
- Determined the most effective method for staffing adjustments based on call forecasts and headcount requirements; utilizes call data to ensure team meetings, build trainings and unexpected spikes in call volume do not impact production.
- Updated statistics and figures in WFM software, as well as training and supporting new WFM team members.
- Reviewed intricate numerical and analytical data, and performs complex calculations to generate conclusions; Organizes and develops performance and other call center reports for both internal and external stakeholders.
- Identified solution to a reporting gap in the Blue Pumpkin application; solution has since been implemented across all program areas.

Call Center Representative (2012 - 2013)

- Provided callers with an unbiased presentation of programs to assist customers with application and eligibility requirements.
- Promoted from CCR to WFM specialist within three months of joining the project.

United Parcel Service (UPS), Austin, TX

Part Time Ramp Supervisor (2014 - 2016)

- Prioritized the movement of cargo and personnel, and ensure the safety/efficient use of resources; properly plans and coordinates loading to comply with safety, weight and balance, capacity restrictions, as well as the cargo schedule.
- Trained and supervise daily activities of ramp agents and clerks to ensure that all assigned duties are accomplished safely and timely.

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International Coordinator (2008 - 2014)

- Moved approximately 20-80K of freight and 8K packages out of Austin area daily.
- Accountability for the U.S. Custom Clearance of the International Flight coming from Monterrey.
- Oversaw the inbound and outbound of all packages in the Opsys system, as well as flight arrivals and departures, ensuring on-time delivery and customer satisfaction.

Micros Components, Austin, TX

AQL Inspector (2010 - 2012)

- Promoted to Acceptable Quality Limit Inspector while maintaining existing job scope as Production Control Coordinator and Inventory Specialist.
- Managed a team of more than 20 staff, coordinating roles and responsibilities to ensure maximum efficiency and production.
- Worked directly with high-profile client, Boeing, acting as the key point of contact for all concerns and issues raised on the client's behalf. Managed/addressed all outstanding issues and concerns to full satisfaction.

Production Control Coordinator (2007 - 2010)

- Coordinated all shipping and production; collected data and managed all inventory quality control of outgoing products.
- Proposed process changes to improve inventory tracking and associated labor hours; concept was approved by executive management and implemented company wide.
- Worked on projects with stringent timelines and quick turnarounds; never missed a deadline.

Inventory Specialist (2006 - 2007)

- Responsible for final inspection of all outgoing orders, preparation of data packets and required shipping documentation. Coordinated the flow of materials and personnel through the assigned manufacturing areas to ensure quality and punctual delivery.
- Oversaw the receipt of materials into stockroom, the issuing of materials, and maintenance of inventory control records using established procedures.

EDUCATION

Universidad Americana (UAM), Managua, Nicaragua (2000 – 2006)

- Industrial Engineering Degree

COMPUTER SKILLS

Zendesk, Jira, SQL Server, Enterprise Software, Blue Pumpkin, Verint/Impact 360, Lotus Notes, Forecasting and Scheduling, Opsys, Mesco & Opslink, Expandable, Ups / FedEx Shipping Systems, Microsoft Office Suite (Word, Excel, PowerPoint, Paint, Access and Outlook)

ADDITIONAL SKILLS

Bi-lingual (English and Spanish)