

Ruben Galleguillos

**Operations Management | Process
Optimization | Team Leadership | Strategic
Planning**

CONTACT

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Dear Hiring Manager,

With over 15 years of experience in Operations Oversight. My expertise spans data analytics, quality assurance, servicing oversight, and process optimization, with a strong track record of identifying inefficiencies, developing strategic solutions, and driving operational improvements.

Throughout my career, I have led high-impact initiatives that improved oversight, compliance, operations, and decision-making. At Federal Student Aid (FSA), I played a key role where I spearheaded Transfer Event Data Monitoring initiatives, which enabled the analysis and oversight of millions of student loans—enhancing data integrity, compliance, and operational efficiency. My leadership in high-profile programs, including Servicemembers Civil Relief Act (SCRA) compliance, underscores my ability to manage complex regulatory processes while optimizing team performance.

I thrive in data-driven environments where strategic analysis translates into actionable insights. My ability to synthesize large datasets, implement process improvements, and manage high-performing teams will bring immediate value to your organization.

Thank you for your time and consideration. I welcome the opportunity to discuss how my skills align with your needs.

Best regards,

A handwritten signature in blue ink, appearing to read 'Ruben Galleguillos', located below the 'Best regards,' text.

Ruben Galleguillos

R / G

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SKILLS

PROFESSIONAL

- Bilingual (Spanish)
- Team Leadership
- Performance Development
- Operations Management
- Process Optimization
- Strategic Planning
- Risk Mitigation
- Data Analysis & Visualization

TECHNICAL

- Visual Studio
- Databases
- CRM & ERP Systems
- Process Automation
- MS Office Suite



EDUCATION

*The University
of Pennsylvania*

Full-Stack
Development
2018 – 2019

*Harrisburg Area
Community College*

Business
Administration
2013 – 2015

*Universidad
del Pacifico*

Economics
2005 – 2006

EXPERIENCE

Section Chief - Data Team

Federal Student Aid – Department of Education | October 2020 – Present

Led the design, enhancement, and optimization of data analysis and reporting initiatives for the Vendor Oversight Group (VOG), spearheading data monitoring initiatives to drive accuracy, compliance, and operational efficiency.

- **Led the design, development, and implementation** of the Vendor Transfer Monitoring Events, analyzing millions of data points to identify critical observations and prevent potential borrower harm.
- **Collaborated cross-functionally** with other offices to develop the Vendor Oversight Group's (VOG) risk assessment tool, shaping strategic short- and long-term monitoring initiatives.
- **Directed and aligned team priorities, goals, and vision**, ensuring a structured approach to both immediate and long-term objectives for enhanced operational effectiveness.

Program Analyst

Federal Student Aid – Department of Education | March 2020 – October 2020

Provided leadership with data-driven insights and objective analysis to support strategic decision-making on the administrative and programmatic aspects of Federal Student Aid.

- **Collaborated across FSA** to set goals, performance metrics, and improve vendor operations through Corrective Action Plans (CAPs) and data validation plans.
- **Served as a Subject Matter Expert (SME)** providing expert guidance.
- **Led compliance data monitoring event** to enhance oversight efforts.
- **Analyzed data, identified trends, and created reports** to inform SMEs, ELOs, vendors, and senior leadership.

State Based Testing Team Supervisor

Prometric | October 2019 – March 2020

Led and developed a team of CSRs, enhancing operational efficiency and business unit performance.

- **Managed daily operations**, ensuring CSRs met and exceeded service levels, quality standards, and staffing goals. Optimizing workflows to enhance service delivery and operational performance.

R / G

SECURITY
CLEARANCE

- Federal 5C Security Clearance
- Clean Criminal Record
- Clean Drug Test

EXPERIENCE

Freelance Full-Stack Web Developer

Freelance | March 2019 – October 2019

Developed and implemented customized web and software solutions using both front-end and back-end technologies to meet client needs.

- **Designed and developed databases** (SQL, MongoDB) to support project requirements and ensure data integrity.
- **Contributed to the development of API protocols**, enhancing system integration and functionality.

Servicemember Benefits Team Supervisor

Pennsylvania Higher Education Assistance Agency (PHEAA) | 2017 – 2018

Led and developed a team of 40 employees, overseeing a high-profile agency operation while providing strategic advisory support to senior leadership.

- **Lowered the team's error rate** from 8% to 1.7% within the first 6 months, while consistently achieving perfect service level agreements with both FSA and private clients.
- **Streamlined document processing**, reducing the average turnaround time for all applications from 10 to 7 business days.

Support Operations Supervisor

Pennsylvania Higher Education Assistance Agency (PHEAA) | 2016 - 2017

Led a customer service team and managed servicing functions, overseeing service quality and production. Fostered a culture of excellence by providing targeted training and development to promote outstanding service delivery.

- **Enhanced team call quality scores** from "Satisfactory" to "Above Target" within the first 3 months, consistently meeting service level agreements (SLAs).
- **Fostered team growth** through targeted training initiatives, coaching, and mentoring, driving continuous performance improvement.

Customer Insights and Operations Lead

Pennsylvania Higher Education Assistance Agency (PHEAA) | 2010 - 2016

Assigned a leadership role to drive team success and enhance individual performance while collaborating with management to improve business processes.

- **Implemented and monitored quality control measures** to ensure call and processing quality scores consistently exceeded 96%.
- **Analyzed large datasets and prepared detailed reports**, identifying trends and recommending actionable strategies aligned with departmental goals.

Content Creator & Business Analyst

Perusmart.com | 2013 - 2017

Former tech blog writer and content creator turned business analyst, specializing in crisis management by anticipating and resolving potential issues before they arise.

- **Led a successful organizational restructuring**, enhancing efficiency and profitability, resulting in a **300% revenue increase** and a **30% boost in social media reach**.
- **Optimized website traffic** by leveraging WordPress and Google Analytics insights, achieving a **200% growth in six months**.
- **Expanded sponsorship revenues** through strategic relationship-building with industry leaders, securing partnerships with **Telefónica and Movistar**.

