

Vincent Rodriguez

Business Operations/Project specialist

Motivated and self-driven business professional skilled at executing various project management tasks, monitoring team performance and activity, and assisting in business plan development. Offers excellent analytical and communication skills, great multitasking skills, and well-developed ability to work and perform well in fast-paced business environments.

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Greater Los Angeles 📍

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linkedin.com/in/vincentarodriguez in

SKILLS

Verbal & Written Communication

Interpersonal

Microsoft Office (Excel, Word, Power Point)

JIRA

Mavenlink

Project Management

Confluence

Technical Writing

CRM (Sherpa)

HTML & CSS

Design Systems

FlowCharts

User Personas

Respectful teammate

Organized manager

Collaborative Team player

EDUCATION

B.S. Business Administration

California State University Long Beach

08/2012 – 12/2014

Long Beach, CA

Design Certificate

Bloc.io

01/2018 – 02/2019

Online

PERSONAL PROJECTS

Raindrops (06/2018 – 09/2018)

- A 3-month SaaS-based project I captained from inception to completion through effective design process, strategic prioritization, and a written case study to explain process improvement.

OUTREACH

Project Coordinator

Community Scholars (CSULB)

11/2013 – 06/2014

Long Beach, CA

Tasks/Achievements

- Assisted the program manager in preparing the implementation of project presentations.
- Communicating and collaborating with students, partners, and delivering functional project requirements.
- Coordinating coaching, mentoring, and various training programs and related: lesson plans, relationship building, college retention.

WORK EXPERIENCE

Implementation Specialist

Appetize Technologies

01/2020 – Present

Los Angeles, CA

Responsible for implementing project plans, conduct software training, installing hardware, and provide support services for new and existing clients. Working in conjunction with the client services and QA teams to configure Appetize proprietary software and ensuring the success of the project on behalf of our valued clients.

Achievements/Tasks

- Drive the overall planning, management, and completion of projects and technical implementations, while proactively identify problems/blockers/opportunities for improvement in operational processes and work with leadership and team members to remediate.
- Execute automated software test plans, cases, and scripts to identify and document software defects using bug tracking system (JIRA) and report defects involving program functionality, output, online screen, and content to software developers.
- Write and regularly update standard operating procedures (SOPs) to provide a centralized repository for the company's software processes, and created templates and layouts for structuring new technical documentation for Appetize's proprietary software.

General Manager

Chipotle Corporation

07/2017 – 04/2018

Denver, CO

Directed daily operations ranging from costs analysis, budget reporting, and sales forecasting which resulted in improved financial and operational performance.

Achievements/Tasks

- Improved quarterly food safety audit scores from low 80's to 95%, 91%, and 94%, through system implementation and structured planning which resulted in improved business performance.
- Exceeded quarterly sales goals by 4%, 7%, and 10% by identifying and troubleshooting financial discrepancies through deciphering company KPI's and analyzing the business P&L reports.
- Led, trained, and empowered 25 employees including four mid-level managers, one of which I promoted to assistant general manager.

Executive Team Leader - Operations

Target Corporation

08/2014 – 07/2017

Los Angeles, CA

Managed and published schedules for transitional projects. Controlled project budget hours and assigned weekly assignments for new product rollouts, and department remodels. Compiled raw data to determine shortage patterns and effectively build action plans to reduce the store's operational shortage.

Achievements/Tasks

- Prioritized project resources to ensure daily and weekly deadlines were on track for timely completion through strategic planning, proactive organization, and decisive delegation.
- Provided performance reviews to 20 employees while overseeing operations within a store consisting of 60 + team members.
- Improved year-over-year inventory shortage by 10% in 2015 by implementing comprehensive inventory action plans.
- Improved year-over-year inventory shortage by 20% in 2016 through consistent follow up and weekly educational team meetings.