Selena Legorreta

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**Work Experience**

August 2021 – Present **Oracle: Customer Operations Specialist (OfS)** (Austin, Texas)

* Lead transformational change, while maintaining business as usual, for Oracle for Startups team.
* Collaborate with DevOps to implement Customer Issues process specific to OfS in Netsuite.
* Create new & simplified existing processes including anti-fraud, sign-ups, refund requests, account mapping, tools access, etc. Collaborate with global teams to implement. Create internal documentation.
* Evaluate & approve cloud extension requests. Submit for processing. Troubleshoot issues.
* Create reporting and generate insights using analytics tools and dashboards.

May 2018 – August 2021 **Oracle: Cloud Trials Coordinator** (Austin, Texas)

* Lead Operations for Cloud Trials & High Value Targets teams.
* Participate in User Acceptance Testing for various applications.
* Create weekly scorecard reports. Increased KPI compliance from 30% to high 90%. Host office hours.
* Manage multiple company email aliases. Answer & route questions about various cloud account offerings.
* Identify systems & business issues using in-house applications. Find solutions & workarounds.
* Log support tickets & escalate as necessary through multiple ticketing systems and technical teams.
* Operationally manage a catchall sales territory’s pipeline.
* Evaluate proposals for process changes. Provide feedback & recommendation or disapproval.
* Attend and provide support to customers at in-person and virtual Cloud Trial marketing/workshop events.

Feb. 2016 – April 2018 **Oracle: Sales Development Representative** (Austin, Texas)

* New Hire Mentor. Roundtable with Scott Armour (SVP of Sales)

2014 **The Baylor Lariat: Reporter; Writer** (Waco, Texas)

* 65% of articles selected for front page by editorial team.

2011-2012 **Crowdsource (Onespace.com): Editor** (Amazon Mechanical Turk)

**Education**

December 2015 **Baylor University: Business Journalism (BBA)** (Waco, Texas)

**Certifications**

* Oracle Autonomous Database Cloud Certified Specialist (Issued February 2020)
* Lean Six Sigma Greenbelt (Issued March 2022)

**Projects**

* $50,000 Kickstarter: Created & executed successful marketing campaign

**Language Skills** Spanish oral & written fluency. French & German limited proficiency.