

Zazil Gomez

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EDUCATION

Master's degree Math Education
UNISON (Universidad de Sonora)
Hermosillo Sonora Mx.
2006-2008

bachelor's degree Hospitality
Management
ICEST (Instituto de Ciencias y
Estudios Superiores de
Tamaulipas)
Tampico Tamaulipas Mx
2002-2005

SKILLS

- Active listening
- Sales software proficiency
- Time Management
- Strategic Planning & Logistics
- Operational Management
- Data Processing and Analysis
- MS Office
- Inventory Management
- Project Management
- Data Collection & Analysis
- Administrative Management

SYSTEMS

- Oracle, Ramco
- Agile
- Excel
- Office 365, Power Pivot, Access.

LANGUAGES

- Fluent English
- Spanish (native)

PROFILE

Efficient and effective sales representative with strong experience in personnel, inventory and operations management. With over 5 years of experience in customer support, sales and managing business, professional and corporate client accounts.

PROFESSIONAL EXPERIENCE

Panasonic Avionics | Bothell, WA | 2018-2020

Customer Service Representative

Supported the logistics of external customer orders from entry to delivery of product, including AOG (Aircraft on Ground) orders for urgent items essential to safe aircraft operations.

- Instrumental in creation of a database of resources and documentation of desk work instructions for routine and atypical tasks
- Work closely with customers to determine their needs, answer their questions about our products and recommend the right solutions
- Succeeded in implementing shift handovers and process alignment in the AOG desk, resulting in a 50% reduction in delayed responses
- Completed training 65% sooner and trained newer team members; resulting in nomination as a "Superuser" and trainer for Ramco, the new serial number driven part tracking ERP system.

TEREX | Redmond, WA | 20173-2017

Customer perspective Auditor

- Discard and reject products, materials and equipment that do not meet specifications.
- Identify and help resolve production problems involving quality issues.
- Present clear, organized data in graphs, charts tables and written reports.
- Record defect and coordinate issue resolution with development team and team leads and supervisors.
- inspect products meticulously according to manufacturing specifications

Compass group | Redmond, WA | 2015-2016

Concierge at Microsoft Executive Briefing Center

- Fulfill Microsoft guest needs, altruistic
- Quickly and effectively resolves guest concerns
- Provides local event & attraction recommendations
- Interactive, outgoing and sociable with guests, clients and customers

Aviaca Hermosilo | Sonora Mx | 2006-2012

HR Controls for Payroll

- Worked with internal teams to identify upstream risks and controls to support an accurate, complete, and timely data flow to Global Payroll.
- Collaborate with Global Payroll Compliance to understand payroll data quality trends, perform gap and root cause analyses, and drive activities to ensure timely remediation of known issues.
- Project manage onboarding of additional controls to the HR controls monitoring program as needed to prevent recurrence of data quality issues and late inputs.

- Continuously working with local teams to identify critical processes and key risks and collaborate with program owners to identify and onboard controls to mitigate risk to acceptable tolerance levels.
- Drive internal audit issues, remediation and closure. Accountabilities by established deadlines, and coordinate onboarding of new controls to address gaps. Consult on management action plan status using a structured and efficient methodology.

Líneas Aéreas Azteca | Sonora Mx | 2005-2006

Airport customer service / Ticketing and gate agent

- Ensure a safe work environment by following all ATS rules and regulations regarding the workplace.
- Checks passengers in at the ticket counter and gate and hands out boarding passes for outgoing flights.
- Checks passenger baggage and places bag tags on them at the ticket counter for appropriate destinations.
- Coordinates ticket counter activities with those on the ramp regarding baggage handling to assure that all bags get on the outgoing flight.
- Handles customer complaints regarding ticketing and baggage handling when problems arise. (Lost baggage, lost/misplaced tickets, canceled flights or delayed flights).
- Makes announcements regarding flight activity at the gate or over the airport's general PA system.
- Answers customers' inquiries regarding flight schedules, fares, space availability for a particular flight and other questions that may arise.
- Maintains the level of service expectations of both the passenger and the airline customer at all times.
- Communicates with flight crew on ground and via ground to air radio.
- Coordinates with other airport vendors regarding specific flight information

Mexicana de Aviación, S.A. de C.V. | Sonora Mx | 2003-2004

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