

# SATISFIED CLIENT

Extensively experienced and goal-oriented financial analyst with demonstrated record of leadership, service, and commitment. Significant database analysis and development experience. Proven expertise in resource and personnel management. Recognized for excellence in process improvement and in the development of business efficiency systems.

*Core competencies include:* Experienced with programming languages and software applications including Visual Basic, HTML, C/C++, Centre Vu, DOS, Visual Basic Editor, and Microsoft Access. ■ Proficient with MS Word, Excel, MS Project, PowerPoint, Outlook, Photoshop, Netscape, MS Explorer, Adobe Acrobat, CitiLink, CFI, Data Warehouse, and PeopleSoft. ■ Bilingual Spanish and English speaker, reader, and writer. ■ Six Sigma and ISO 9000 certified.

## CAREER EXPERIENCE

### **CitiMortgage, Retail Lending Operations Division ■ St. Louis, Missouri ■ 9/2003-Present** ***Pipeline Management & Capacity Planning Analyst***

Developed and maintained a comprehensive staffing model to help preemptively identify capacity gaps and to justify increases/decreases in staffing. The model uses both current management experience and regression analysis to identify the relationship between volume, required staff and overtime. The responsibilities of this position also include the development and maintenance of over 40 daily reports and to meet any ad-hoc reporting needs. In order to accomplish the increase in reporting volume, the position required the development of extensive automation through Visual Basic for Applications, and the careful management of one direct report. Another crucial aspect of the position lies in the interaction with all levels of management in order to develop the type of relationships that enable a clear understanding of each person's business needs.

#### *Key Achievements:*

- Created a retail lending staffing model, recognized to save more than 15% in staffing costs.
- Created a report request tracking system to deliver reports to customers 2.5 times faster than before.

### **CitiMortgage, Human Resources Division ■ St. Louis, Missouri ■ 7/2003-9/2003**

#### ***Database Specialist***

Developed an Access database to help track potential talent within the Company. The database consisted of a multi-user interface that allowed over 150 managers to input and track data obtained from quarterly employee reviews. In addition, HR used the reporting feature of this tool to develop a strategic plan for talent management and to implement gap analysis wherever needed. The responsibilities of this position also included training all managers and HR representatives on how to use this database.

#### *Key Achievements:*

- Awarded Champion of the Year in recognition of exemplary service and performance.
- Created and implemented a database that reduced strategic planning costs by 40%.

## **SATISFIED CLIENT**

**Honeywell, Customer Operations Division ■ Phoenix, Arizona ■ 7/1999-5/2003**

### ***Aircraft on Ground Coordinator***

Provided logistical support to all Honeywell Aerospace customers by expediting shipments and reducing lead-times of scarce units through coordination with planning, repair & overhaul, credit & treasury and other related departments. Also maintained and developed efficient and accurate department metrics and statistics using MS Access, Excel and Power Point. In addition, reduced inventory shortage situations by 24 percent by applying Six Sigma quality control tools to the Initial Provisioning process. Received a Greenbelt Certification as a result.

### ***Key Achievements:***

- Coordinated development and production of Division web site
- Lead participation in the Initial Provisioning Package Greenbelt Project

## **CERTIFICATIONS**

MS Excel Advanced Certificate, CitiMortgage  
MS Access Advanced Certificate, CitiMortgage  
MS Project, Honeywell, 2/2001  
Greenbelt Certification, Honeywell, 6/2000

## **EDUCATION**

**Arizona State University ■ 1999-2003 ■ Tempe, Arizona**  
Graduated May, 2003 as Bachelor of Science in Economics

**Universidad Iberoamericana ■ 1996 ■ Mexico City, Mexico**  
Studies in Industrial Psychology

**Fundación Ortega y Gasset ■ 1995 ■ Toledo, Spain**  
Foreign Studies Certificate, Spanish Literature