

ARTURO MIGUEL DODD VAUDRECOURT

SERVICE EXPERIENCE
MANAGER
OPERATIONAL MANAGER

CONTACT

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EDUCATION

• UTEL - Universidad Tecnológica Latinoamericana

Ingeniería en sistemas computacionales


• Universidad Anáhuac - 2020
Diplomado en Dirección de Proyectos

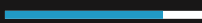
LANGUAGES


Spanish - Native


English - Advanced


SOFTWARE


• Excel / Power BI 


• O365 


• ServiceNow 


• Microstrategy 


• Confluence 


• Qlik 


• G-Suite 

• Twillio / Avaya / CUIC 

• Calabrio 

• Nomiprime 

• Workday 

• Trello / Asana / Slack 



PROFILE

Operational Manager with experience in Customer Service and IT Support implementation. 10 years of solid in-depth experience delivering IT, Customer Support & Service Operations, ensuring service availability and service delivery excellence. Lead multicultural teams in Contact Centers, End-to-End IT Services and Managed Shared Services operation. Customer Service, Quality, e-commerce, P&L Management, Price Modeling, Presales, WFM, Project Management, Agile Methodologies.



PROFESSIONAL EXPERIENCE

Service Experience Manager | March 2018 – October 2021

CompuCom / AmerisourceBergen

- Generate, coordinate, and implement action plans based on areas of opportunity previously identified with the client and seeking constant improvement on daily tasks for a project with 80+ associates.
- Implement follow-up actions, evaluation of processes, and coaching sessions with the team leads of each team.
- Responsible for achieving the SLA's and KPI's for the Service Desk such as FCR, AHT, ASA, CSAT, Call to Ticket Ratio, and CAP.
- Host daily and monthly meetings with the client and company Directors, devising strategies together for daily operations and showing overall results for the previous month.
- Responsible for handling client and internal escalations ranging from processes to individual attitude and being in constant communication with different partners that can help resolve the escalation.
- Review and plan the forecast alongside WFM team to implement effective schedules with the purpose of achieving the desired SLA's for our client.

Achievements

- Travelled to multiple countries to visit client on-site and jointly find new shift-left opportunities, creating additional revenue.
- Developed 3 associates into Team Leads with specific plans focused on: Decision Making, work- prioritization on their daily tasks to accomplish them before deadlines, and coaching sessions to identify areas of opportunities.
- Planned and successfully implemented:
 - Special project with 4 top performers and a Team Lead to migrate 3000 users with Wyse terminals to laptops with a deadline of 1 month.
 - Special project for offboarding and onboardings new hire associates (over 30,000 tickets) maintaining the project's revenue on a monthly basis (35%) while ensuring SLAs were met.
- Built a team to investigate any possible automation opportunities, implementing findings resulted in a cost reduction of 60% and improved delivery times by almost 50%.
- Improving the CSAT 15% during the past 6 months.
- Maintained SLA's inside approved targets during Pandemic while overall volume increased 25%.



PROFESSIONAL EXPERIENCE

SKILLS

- Experience in data analysis and presentation.
- Problem Solving and Decision-Making.
- Building and growing successful teams.
- Quickly adapting to new guidelines and procedures.
- Experience travelling to different countries to ensure smooth transitions of support and for in person client meetings.
- Able to work under pressure
- Team player
- Effective communication
- Leadership
- Microsoft Office Specialist for Excel
- Project Management

Operations Team Lead CompuCom

| July 2017 – February 2018

- Facing client and user escalations
- Triaging escalations to get resolved in a timely matter
- Customer Satisfaction process improvement and tracking
- Devise and implement all departmental training materials via manual and PowerPoint.
- Generate reports and KPI's of call volumes, SLA response times, and customer satisfaction survey results.
- Manage a diverse workforce in organizations to ensure efficient day-to-day operations.

Achievements

- Devise and implement all departmental training materials via manual and PowerPoint.
- Reduced number of monthly escalations by 25% after data analysis and proper coaching was provided

Business Analyst CompuCom

| May 2013 – June - 2017

- Evaluating business processes, anticipating requirements, uncovering areas for improvement, and developing and implementing solutions.
- Leading ongoing reviews of business processes and developing optimization strategies.
- Staying up to date on the latest process and IT advancements to automate and modernize systems.
- Conducting meetings and presentations to share ideas and findings.
- Documenting and communicating the results of your efforts.
- Effectively communicating your insights and plans to cross-functional team members and management.
- Working closely with clients, technicians, and managerial staff.
- Allocating resources and maintaining cost efficiency.
- Ensuring solutions meet business needs and requirements.
- Managing projects, developing project plans, and monitoring performance.
- Managing competing resources and priorities.
- Monitoring deliverables and ensuring timely completion of projects.

Achievements

- Deep dive analysis of Endpoint ticket data of 3 months to develop into top 10 categories of work performed.
- Led a Time to Task study of Endpoint techs and correlated the information gathered to the top 10 categories found before.
- Developed a model based on the information gathered that optimized the work/cost relationship resulting in savings for the company of millions of dollars.