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| ryan houston preciado allen |
|  | 437 Paseo de los Geranios | Juárez, N.L. | 811-178-8619 | rhp1775@hotmail.com/gmail.com |
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| Objective |
| Looking for the opportunity to bring 5+ years of experience in Tech Support, IT management, BPO industry and team leadership to Atos bringing to the position critical thinking, problem solving and leadership |
| Skills Profile |
| * Windows configuration and maintenance knowledge (Commands, installation, networking and administrative tools)
* Windows Server roles, services, processes. Basic knowledge in Client/Server networking and communication
* Linux Terminal/Redhat commands and directory knowledge, Apache, Tomcat
* SQL, MySQL, Java troubleshooting, Active Directiory, LDAP, Shiboleth, CAS and Basic PHP
* Salesforce report construction, queue management, case assignation, team management
* Proactive, share best practices and team worker
* Excellent communication skills and diplomacy
* Experience with working with local and external teams on a global scale and client communications
* Advanced Excel knowledge, reporting, analysis and root cause
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| Employment History |
| Bilingual Account Executive, Hispanic Teleservices | 11/1/2006 — 4/10/2010 |
| Monterrey, N.L.* Constant top ranking in debt collection campaign
* Included in first group of Mentor Program Pilot in Mexico
* Started compilation of reference data base for all (shared) for use in skip tracing
 |
| Associate Proprietor, Food services industry | 5/1/2003 — 7/31/2010 |
| Monterrey, N.L.* Start up and maintenance of local business
* Manage inventory, buying of goods and services, employees and accounting
* Business planning for up/down seasons
* Publicity and planning of new product implementation and sanitary code completion
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| Bilingual Customer Service Consultant, SGS | 8/2/2010 — 3/28/2012 |
| Monterrey, N.L.* 2nd group in all English campaign and first selected Floor Support Agent
* Upkeep with CRR report, analysis and coaching
* Shared best practices that where implemented in CRR report campaign wide
* Considered by peers as leader and knowledge expert in AT&T U-Verse
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| Quality Specialist, SGS | 9/10/2012 — 7/26/2013 |
| Monterrey, N.L.* Consistent 100% completion of Sampling Plan/Coaching
* Chosen for AT&T Support Plus Tech (advanced technological campaign)
* Implemented initiative for incentive program in QA for consultants obtaining best performance in QA
* Constant communication with external QA Consultants to coordinate actions with Operations
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| Team Manager AT&T ConnecTech, SGS | 10/19/2013 — 1/12/2015 |
| Monterrey, N.L.* Hired as TM for ConnecTech on 19th of October under Cesar Montañez
* Went through AM change with Sergio Acosta
* Responsibilities in payroll, attendance, KPI coaching and development, human development, queue management
* Helped in establishing new campaign (Hybrid)
* Monthly incentive initiatives for employee engagement
* Business analysis and reporting to recognize trends and apply SMART action plans.
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| Team Manager Blackboard Inc, SGS | 2/9/2015 — 3/30/2017 |

Monterrey, N.L

* Hired as TM for Blackboard on 9th of February as first TM for new campaign
* Helped external team in training of new hires
* Took over selection process and training of new hires for the campaign
* Lead bridge goal completion through implementation of campaign helping to complete SOW
* Went through AM change from Luis Garcia to Alfredo Garza
* Set monthly incentive using program budget to drive performance and team building
* Successfully maintain program metrics above goal across the board during back to school season and beyond
* Continued education and skills of self and employees to stay up to date with changing environment
* Successful QBR meetings with direct client based on personal built reports

**References upon request**