



PROFESSIONAL PROFILE

Dynamic and results-oriented Senior Analyst with over a decade of experience in deal management, contract negotiation, and process optimization within the technology industry. Possesses a proven track record of driving operational excellence and strategic growth through effective deal structuring, compliance adherence, and cross-functional collaboration.

PROFESSIONAL EXPERIENCE

VMWARE BY BROADCOM

2021 - 2024

SENIOR ANALYST – DEAL MANAGEMENT

December 2022 – Present

Responsible for overseeing the integrity and compliance of complex contractual agreements, playing a critical role in guiding the sales team and shaping the deal structures to align with corporate standards.

- Led the evaluation of Statements of Work (SOWs) and Change Requests (CRs) for adherence to VMware's guidelines.
- Provide strategic guidance to the sales team on SOW structures and conduct risk assessments.
- Handle non-standard transactions, particularly Enterprise License Agreements, ensuring compliance with company policies.
- Collaborate with Field Sales, Corporate Operations, Finance, and Legal to streamline deal closure processes.

ANALYST – DEAL MANAGEMENT

November 2021 – December 2022

Managed the lifecycle for software contracts, collaborating with various departments to streamline processes and ensure alignment with corporate objectives.

- Supported the end-to-end process of standard and strategic software contract management.
- Led negotiations, approvals, and drafting of contracts, aligning with internal policies and guidelines.
- Developed business cases for non-standard transactions to facilitate executive approvals.

BUSINESS ANALYST

June 2020 – November 2021

Focused on project management and process optimization, played a pivotal role in driving efficiency and supporting strategic initiatives within the company.

- Conducted requirements gathering and project support, improving process efficiencies and business outcomes.
- Participated in automation initiatives, contributing to the streamlined operations and enhanced productivity.

FRAGOMEN

2012 - 2020

SENIOR BILLING OFFICER

September 2013 – June 2020

Responsible for creating and approving invoices, submitting invoices to clients through an in-house billing system, billing reporting, and client protocol develop and documentation. Communication with all levels of the organization such as management, attorneys, paralegals, and finance to address any inquiries and support on related projects.

- Oversaw purchase order requests, created quotes, and reported to accounts receivable and management.
- Administered Excel databases, ensuring accurate and timely invoice submission within Latin America, Central America, and the Caribbean region.
- Assisted debt management, providing updates to collections team and efficiently resolved invoice queries within agreed SLAs.
- Developed and maintained client protocols, worked with management to improve processes, and trained teams on billing and finance matters.
- Understood client fee structures, billing, invoice submission, and collections processes.
- Handled ad-hoc projects, reporting requests, audited invoices for accuracy, and supported the finance services manager.
- Provided service to legal personnel and providers, assisting with monthly billing closings.

FAST OFFICER – FRAGOMEN ASSISTANT SUPPORT TEAM

July 2012 – August 2013

Served as a pivotal member of the Fragomen team, managing key projects and communications for a leading legal firm specializing in international migration.

- Spearheaded projects ensuring effective communication between the firm's team and a diverse portfolio of global clients.
- Managed the creation, updating, and maintenance of critical reports for renewing international immigration documentation.
- Engaged directly with Fortune 500 clients to maintain legal compliance and ensure uninterrupted operations.

PROJECT RESOURCES GROUP, INC.

2009 - 2012

Technical Support Department Supervisor

Led a dynamic technical support team, focusing on team management, process improvement, and delivering outstanding customer service.

- Managed personnel, conducted effective team meetings, and ensured a positive work environment conducive to growth and productivity.
- Demonstrated exceptional customer service skills, addressing client needs effectively through verbal and written communication.
- Analyzed production metrics, identified areas for improvement, and implemented strategies to enhance team productivity.
- Oversaw quality assurance processes, prepared QA reports, and provided feedback for continuous team improvement.

FUJITSU

2007 - 2009

Customer Service and Technical Support Specialist

Held a pivotal role at Fujitsu as a Customer Service and Technical Support Specialist, providing bilingual support and technical expertise to clients in the United States.

- Communicated effectively in English, addressing client inquiries and technical concerns via telephone and email.
- Analyzed and resolved issues related to client applications, offering guidance and remote troubleshooting for devices like smartphones, iPads, and computers.
- Identified and rectified errors in client applications, ensuring a smooth user experience and preventing issue recurrence.

INTEL CORPORATION

2006 - 2006

SAP Technician

January 2006 – December 2006

Served as a SAP Technician at Intel, playing a crucial role in industrial engineering with a focus on logistics and inventory management.

- Collaborated with diverse Intel factories worldwide, synchronizing logistics efforts and streamlining operations through virtual meetings.
- Spearheaded the creation and maintenance of extensive inventories for production floor machinery and warehouse equipment.
- Demonstrated SAP proficiency by maintaining accurate and up-to-date inventory records, ensuring efficient SAP operations.

EDUCATION

Bachelor of Business Administration

2023

Universidad San Marcos

CERTIFICATIONS

Technical Degree in Administrative Management, Universidad Latina de Costa Rica

Six Sigma Yellow Belt Professional

Scrum Fundamentals

Scrum Master Certified (SMC)

aiudaa
aiudaa
aiudaa
aiudaa

SKILLS & INTERESTS

Computer: Google Workspace, Microsoft Office, aiudaa

Languages: English (Advanced), Spanish (Native)

Interests: Fitness and Wellness, aiudaa