

Zaira Olivia Vallenilla Marte

Trujillo Alto, Puerto Rico ♦ (787) 667-1317 ♦ zaira_vallenilla@yahoo.com

Eager professional with a passion for creative, collaborative & strategic “moves” making an impact in Puerto Rico.

TEAM DEVELOPMENT | PROJECT LEADERSHIP | STRATEGIC PLANNING

Project Leader known for infusing projects with creativity and positivism. Critical thinker with 15 years of experience collected through exposure to manufacturing, healthcare, social-impact and management consulting industries.

- ♦ **Team Leadership:** Skilled in managing activities of cross-functional teams and leveraging individual strengths. Known for employee development and engagement.
- ♦ **Project Management:** Full life cycle experience including planning, implementation, and post-execution analysis.
- ♦ **Social Responsibility:** Actively involved in technology- and education-focused organizations; hold Master of Public Administration (MPA). Multi-award winner recognized for service and leadership.
- ♦ **Relationship Building:** Possess wide network of investors and community, business, and government leaders. Distinct ability to quickly build rapport with people across all levels and type of organizations.
- ♦ **Technical Expertise:** ERP: SAP R/3 (PP-MRP, QM, MM, BW, SD, FI), Business One; Quality Standards: Lean Six Sigma; Compliance: ISO 9000 + 9001, FDA standards; Microsoft 360 (Teams, OneDrive, Office: Word, Excel, PowerPoint, Project, and Visio).

PROFESSIONAL HISTORY

Triple-S Health, San Juan, PR, 2017 – Present

CAPACITY PLANNING IMPROVER, PROJECT COORDINATOR, IT TRAINING FACILITATOR

Responsible for conducting analysis over tasks and projects on scope of Technology Department. Create, maintain and optimize short and long-term capacity plans to successfully deliver daily operation and projects, and provide recommendations in making optimum use of available resources. Support departmental strategies, advise, and empower management to make decisions based on accurate, timely, and relevant information. Spoke person (on radio and tv). Training facilitator. Business liaison among Triple-S and contract partners. Org. Structure: Reports to VP. *Highlights:*

- ♦ **Assessed and Designed tailored-Development plan** for Triple-S Salud Project Management Office (PMO) that includes facilitation from Human Resources (CAD), Third-party facilitators and internal managers. Also designed and facilitated different IT-related content to train resources (at all management levels) on the use of technologies.
- ♦ **Incubated Portfolio Advisory Board (PAB)** as an internal entity that filters all IT/Development petitions coming from all business areas. This is a coordinating task that includes weekly meetings preparation, putting together continuous agenda and action plans, meeting with clients to gather/understand their needs, and coordinating partnering efforts with Optum.
- ♦ **Lead due-diligence efforts conducting to 10-years Business Relation** among Triple-S, Inc and Optum, Inc. These efforts involved working with Triple-S's President, Vice Presidents, Attorneys and business partners.

Independent Business Relations Development & IT Consultant, San Juan, PR, 2016

PROJECT COORDINATOR/BUSINESS DEVELOPMENT CONSULTANT

Identified trend-setting ideas, and proposed potential business deals by contacting potential partners, connecting with customers' needs; discovering and exploring opportunities to add value to individual, team and customer job accomplishments. *Highlights:*

- ♦ **Orchestrated community relationship** effort for VAMOS Puerto Rico which is a political education nonprofit organization.
- ♦ **Prepared STEAM-course curriculum** for Centro Criollo de Ciencias y Tecnología (C3Tec) after an internal initiative on attracting young kids, particularly girls, into programming ventures.
- ♦ **Identified business opportunity** for Popular Insurance (as part of Banco Popular of Puerto Rico) by integrating their technology system to Popular Pop (Marketing) to identify customer products consumption trends and expand their marketing power over local insurance industry. This initiative potentially impacts over 200k+ individuals as BPPR databases are the biggest customer information repository in the island.

Fundación Banco Popular – Banco Popular, Inc., San Juan, PR, 2014 – 2015

PROGRAM COORDINATOR

Functioned as program coordinator (Fomentando Alianzas) and project manager for nonprofit foundation, while also providing strategic and operational leadership. Provided property management support as company opened-up brand new building as collaborative space; created budget and worked with legal team to establish contracts for tenants. Supervised 2 employees and reported to executive director. Org. Structure: Reports to Executive Director. *Highlights:*

- ♦ **Designed strategic plan** to build community, develop talent, establish relationships, and strengthen alliances through collaborative project with **200+ organizations**.
- ♦ **Established company's first SOPs** and conducted post-implementation analyses; developed curriculum and trained employees on best practices for project management and collaboration.
- ♦ **Helped integrate 13+ organizations** into collaborative space (company-owned building).
- ♦ **Orchestrated entire "Innovation in Education" convention**, with 100+ attendees expected.

Abarca Health – Pharmacy Benefits Management, San Juan, PR, 2012 – 2014

CLIENT PERFORMANCE/QUALITY MANAGER

Designed improvement strategies and oversaw implementation within IT, quality, customer service, and development departments; handled scheduling/logistics/staffing plans, created functional designs, and gathered specifications. Supervised activities of business analysts. Org. Structure: Reports to Senior VP. *Highlights:*

- ♦ **Played central role in securing URAC Certification**, launching and managing company-wide effort.
- ♦ Supported operational improvements by **performing range of systems configuration tests**.

NAGNOI – Consulting, San Juan, PR, 2010 – 2012

BUSINESS CONSULTANT/SOCIAL RESPONSIBILITY COORDINATOR

Advised government and healthcare companies on strategies for enhancing operations. Managed projects focused on business intelligence, business analysis, business strategies, process reengineering, and data integration. Org. Structure: Reports to Senior Manager. *Highlights:*

- ♦ **Coordinated Corporate Social Responsibility strategy and efforts for Nagnoi**, planned activities for employees, reached out to community organizations to identify specific needs/actions to fulfill for them or their beneficiaries.
- ♦ **Directed business intelligence project**, assessing gaps in reporting process and creating solution strategy focused on metrics, documentation, testing, and training.
- ♦ Reengineered processes within the customer service and sales departments to maximize technology and resources, **resulting in enhanced customer loyalty, employee retention, and profitability**.
- ♦ **Built central report repository** and created change management strategy to educate users on new reporting tools.

MAQUET Cardiovascular/Boston Scientific – Cardiac Surgery Division, Dorado, PR, 2007 – 2010

PRINCIPAL SYSTEMS MANAGER/SENIOR BUSINESS PROCESS ANALYST

Promoted within medical device company. Developed and oversaw strategies for projects, including scheduling, staffing, logistics and functional designs/specifications; supervised 5-person staff. Liaised between IT and business departments and provided support to SAP end-users in supply chain, quality, finance, and sales/distribution functional areas. Org. Structure: Reports to Operations Director. *Highlights:*

- ♦ **Seamlessly relocated California-based central distribution center** to third-party logistics company in Illinois; managed everything from SAP configuration to systems architecture/communication adjustments.
- ♦ **Handled entire change and inventory management strategy**, educating teams on SAP, MM, and SD modules.
- ♦ **Modernized policies and procedures**, leading comprehensive systems documentation review.

Accenture Consulting – Health and Life Sciences Division, Hato Rey, PR, 2004 – 2007

IT/BUSINESS CONSULTANT

Facilitated technology and performance improvements for North American and European healthcare clients of management consulting firm; accounts included Medicare y Mucho Mas, UnitedHealthcare, and Bristol Myers Squibb. Conducted business needs analyses, created/implemented solution plans, and developed training materials. Coordinated configurations with EZ-Cap, Encoder Plus, and SQL Databases. Supported international SAP implementation. Org. Structure: Reports to Manager.

Highlights:

- ♦ **Saved \$50,000+ and brought insurer's claims department into compliance** with Centers for Medicare and Medicaid Services (CMS) policies after redesigning business procedures and creating new EZ-Cap system.
- ♦ **Elevated quick-response time** in call centers from 90+ seconds to 30 seconds per call by reengineering processes.
- ♦ **Improved productivity across multinational project** by producing documentation and communication guides used by 80+ consultants across North America, South America, and Asia.
- ♦ **Devised tools for optimizing staffing resources** during and after merger between 2 healthcare providers.

Keywords:

Process Management, Customer Relationship Management,
Team Development, Continuous Improvement, Business Planning,
Presentations & Training Facilitator, Communicator/Narrator

EDUCATION, PROFESSIONAL AND SELF DEVELOPMENT

Licensed Professional Engineer, Valid through 2024

Master in Public Administration (MPA), *cum laude*, 2014, **Baruch College**, City University of New York, NY, NY

Lean Six Sigma Green Belt, Training, 2010

Stanford Certified Project Manager (SCPM), 2008, **Stanford University Center for Professional Development**, Palo Alto, CA

Member of College of Engineers and Land Surveyors of Puerto Rico, since 2007

Bachelor of Science (BS) in Computer Engineering, *cum laude*, 2004, **University of Puerto Rico**, Mayagüez, PR

HOBBIES AND VOLUNTEERING

Certified Advanced Broadcaster/Narrator, 2019, **Universidad del Sagrado Corazón**, San Juan, PR

Voice-Over Independent Talent, 2019 (featured several campaigns & commercials)

Cycling Amateur, 2018, completed **Determination Tour** event

CCWIC Facilitator, Caribbean Council of Women in Computing, 2016-2017

Semillas de Triunfo team leader, Ciencia Puerto Rico, 2015-2017

Competent Communicator Certification, 2013, **Toastmasters International**

Board of Directors Member, **ESCAPE Centro de Fortalecimiento Familiar**, Board Member since 2012
current Secretary

Addendum available for additional qualifications, including leadership experience, volunteer activities, and references.