

Chris Villanueva

Versatile professional with expertise in healthcare enrollment, metadata coordination, telecommunications analysis, and event planning. Demonstrates success in optimizing processes, cultivating effective teamwork, and delivering exceptional customer service. Adept at innovating and developing automated tools for meticulous data management and audits, resulting in heightened productivity and increased accuracy.

EXPERIENCE

Enrollment Analyst

UnitedAg Aug 2021 - Present

- Administered and facilitated the enrollment of individuals in healthcare plans and offered comprehensive details to ensure clear understanding of participants.
- Utilized Excel VBA for streamlined automation and achieving substantial time savings by transforming tasks that require hours of manual effort into minutes.
- Leveraged API and web scraping techniques of HelpDesk system to compile detailed reports, optimizing task allocation and achieving a 30% workflow efficiency increase.
- Performed testing of EDI integration processes to ensure accuracy and functionality of the electronic data interchange systems.

Metadata Coordinator

Spafax Dec 2019 - Apr 2020

- Conducted thorough examinations of data integrity and integration pertaining to inflight entertainment systems and databases.
- Innovated by developing new methods and programs to automate data entry and audit tasks, resulting in a 20% reduction in errors.
- Collaborated with various media distributors to collect media assets and maintain updated information for intellectual property rights.

Aerial Telecommunication Analyst

Ridgeline Telecom May 2019 - Aug 2019

- Evaluated telecommunication network issues and redesigned construction mapping to align with city regulations and rules.
- Demonstrated commitment to quality assurance by reviewing colleagues' work, ensuring precision, and offering constructive feedback for continuous improvement.

Head Server and Caterer

Stonefire Grill Feb 2012 - Jan 2019

- Provided excellent customer service by greeting and assisting guests, taking accurate orders, and ensuring a positive dining experience.
- Thrived in consistently demanding, fast-paced, and high-pressure situations, while maintaining efficient and effective service.
- Trained and led teams, ensuring effective coordination for events serving up to 1500 guests, while personally attending to guest needs.

Lead Event Coordinator

Association for Computing Machinery (CSUF Chapter) Feb 2017 - Apr 2018

- Directed and coordinated the design, planning, and logistical details of academic events with attendance reaching as high as 300 participants.
- Enhanced team communication and implemented streamlined structures, optimizing task efficiency and reducing project completion times.
- Prepared comprehensive financial reports with visual representations and analyzing budgets contributing to cost-effective resource allocation.
- Proactively connected with professionals and experienced individuals to share valuable insights about the technology industry with younger students.

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EDUCATION

Bachelor's in Computer Science

California State University, Fullerton

Aug 2016 - May 2018

Associate's in Computer Languages

Irvine Valley College

Sep 2012 - May 2016

SKILLS

Project Management

Problem Solving

Critical Thinking

Team Collaboration

Strategic Planning

Customer Service

VLookup/XLookup

Excel VBA

Data Analysis

Data Scraping

Integration Testing

Quality Assurance

Workflow Optimization

Technical Proficiency

Technical Skills

Software Tools

MS Excel, MS Office, MS Visual Studio, Monday.com, WLT, HelpDesk, Tableau, Adobe Photoshop, Adobe Acrobat

Programming Languages

VBA, Python, SQL, HTML, CSS