



DANIEL ROBERT RUBIO

PROFILE

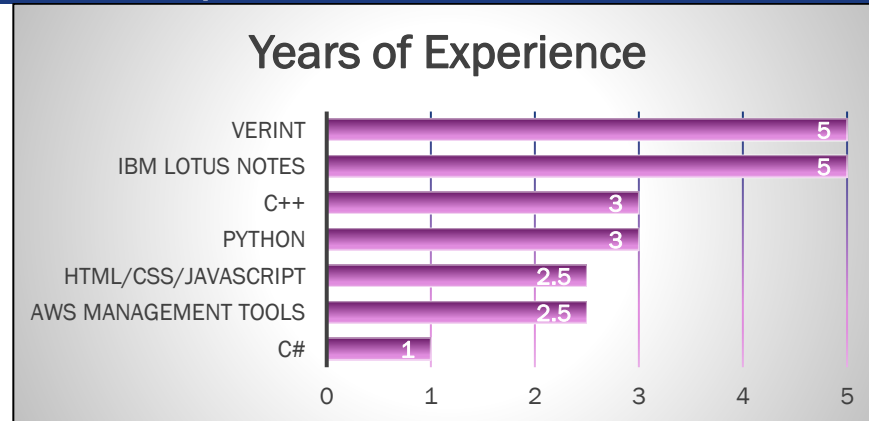
Accomplished in utilizing industry-specific analytical tools and data to achieve company goals and meet customer expectations. Experience in leading projects and communicating department processes to establish productive and seamless relationships with external and internal customers. Proficient in various programming languages such as Python and C++. Experience as a full-stack developer while utilizing the AWS Well-Architected Framework. Capable of making time sensitive decisions, utilizing reports to identify trends, troubleshooting technical issues, determining root cause analysis, leading a team, and achieving remarkable service with a diverse workload.

CONTACT

Available upon request

LINKEDIN:

SOFTWARE SKILLS/LANGUAGES



WORK EXPERIENCE

State Farm Richardson, TX CLAIMS BUSINESS TECHNOLOGY HELP DESK 05/2019 – PRESENT

- Serves as a resource for peers, leadership and business partners on complex technical and procedural issues.
- Interacts and serves as a liaison to Claims Application & Processes and Claims Business Technology leadership and other departments.
- Achieved over 90% adherence compliance and over 70% first contact resolution.
- Interprets and makes recommendations to improve procedures and workflow efficiencies using thorough knowledge of department reports.
- Handle Identity and Access Management for various claims applications with provisioning profiles and updating security roles.
- A resource for writing communications for cross functional teams for updates to processes as well as changes to Knowledge Items for Tier 1 support.
- Work in a cohesive team environment while providing thorough communication to escalation teams, management, vendors, and team members to deliver the best possible business solutions.
- Development of tools that compliment Systems applications and the efficient routing of customer's claims and calls.

WORKFORCE MANAGEMENT SCHEDULER 12/2014 – 05/2019

- Assisted with standing up the Auto Property and Total Loss Verint environment within State Farm Claims Department.
- Developed and led daily meetings that presented Department specific strategic reports that provide a real time view of the day's actual versus forecasted call volume, occupancy, staffing, and average handle time to determine solutions to achieve the Department's Service Level Objectives.

<https://www.linkedin.com/in/daniel-rubio-35175397/>

Portfolio:

<http://blonde77.com/>

EMAIL:

Available upon request

- Worked with Forecasting Analyst to lead yearly impacted Time Off & quarterly Tour Bidding projects for over 1,500 Business Partners.
- Work closely with Forecasting Analyst to build weekly task allotment based on pulled historical and forecasted data from Verint360 software.
- Work with HR representatives to build schedules with breaks and lunches specific to ADA or Labor Law compliant settings.
- Provision handler profiles with the appropriate settings for segmented demand pools within Verint.
- Conduct virtual and represented trainings to Business Partners on how to access or update schedules through self-service tools, form submissions, and purpose of WFM.
- Selected by Scheduling Supervisor to work with Scheduling Analyst to build Lotus Notes/SharePoint Additional Hours Database accessible for Leadership.

Fry's Electronics Plano, TX

09/2010 - 04/2013

SOFTWARE SUPERVISOR

- Create weekly schedule accustomed to associate needs and labor availability.
- Achieved 2nd highest attached warranty to game consoles within company.
- Provide coaching to sales team for sale strategies to achieve department sales goals.
- Execute weekly inventory for high cost hardware and software.
- Motivate and assign sales associates to store objectives.
- Authorize return/refund inquiries.
- Assist customers with friendly customer service and knowledge of product.
- Approve competitor price match sales quotes.
- Create sponsored and high margin areas within the store.
- Track daily/weekly margin percentage and net sales.

EDUCATION

MICROSOFT

EXCEL MICROSOFT OFFICE SPECIALIST CERTIFICATION 18'

RICHLAND COLLEGE, DALLAS, TX

HELP DESK/USER SUPPORT TECHNICIAN CERTIFICATE 18'

AMAZON WEB SERVICES

AWS CERTIFIED CLOUD PRACTITIONER 19'

RICHLAND COLLEGE, DALLAS, TX

PC SUPPORT ASSOCIATE OF APPLIED SCIENCE DEGREE 20'

AMAZON WEB SERVICES

ANTICIPATED AWS CERTIFIED SOLUTIONS ARCHITECT 20'

RICHLAND COLLEGE, DALLAS, TX

ANTICIPATED PROGRAMMER LEVEL I CERTIFICATE 20'

REFERENCES

Available upon request