

# **Areli Jimenez Villarreal**

3129 Quarry Road  
Palmdale, California 93550  
Email: [arelij09@gmail.com](mailto:arelij09@gmail.com)  
Cell: (323) 252-4805

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**Professional Summary:** Seeking an opportunity within the realm of project management to showcase my strong organization skills and proficiency in generating reports, analyzing data, problem solving, and strategic planning

## **Employment History:**

UCLA Department of Information Technology Services  
**Telecommunications Service Analyst**

August 2016 – Present

- Coordinate, review and perform all moves, adds, and changes required for campus telecommunication customers
- Coordinate and transition end-of-service lifecycle Norstar telephone equipment to VoIP
- Support the Voice Services initiative to include research and analysis pertaining to the decommissioning of all Remote Switching Centers and the SL 100 switches
- Coordinate building infrastructure assessment of all campus Telecommunication rooms
- Design databases, generate reports, establish procedures and data input interfaces using SQL Developer
- Perform analysis and present results utilizing SQL, Microsoft Power BI and Excel
- Manipulate files and their associated data for rapid delivery to customers
- Optimize data collection procedures and generate reports on a weekly, monthly, and quarterly basis
- Create complex reports in Advanced Excel utilizing complex functions
- Builds and maintains effective customer relationships by providing timely follow-up and feedback
- Handles customer requests and routes them to the appropriate party for tracking and resolution
- Work with various units to gather and interpret report specifications and identify data requirements
- Present data and results to management for strategic planning and operations

## **Administrative Assistant**

October 2015 – July 2016

- Managed the Director of Communications Infrastructure day-to-day calendar, including prioritizing and scheduling meetings
- Scheduled and coordinated details for meetings and conference calls
- Recorded, compiled, transcribed, and distributed the minutes of meetings
- Managed office inventory and initiated requisitions to order supplies and equipment
- Compiled and distributed presentation materials
- Assisted in creating charts, maintaining spreadsheets, and updating records
- Established and maintained both electronic and manual files
- Effectively monitored deadlines and critical materials required by management
- Screened and directed phone calls and distributed correspondences
- Assisted with special projects as assigned

**Mobile Program Coordinator**

March 2015 – March 2016

- Retrieved and processed after-hour service calls through voice and email
- Processed mobile orders within 24-hours per the Service Level Agreement disclaimer
- Adhered to standard procedures for university and non-university Mobile Program accounts
- Established new mobile service for customers
- Assisted customers to activate service upon request
- Contacted customers and provided status updates for completion of order requests
- Provided first-level training to customers for mobile plans, devices, and accessories

Los Angeles County Department of Public Services

**Intermediate Clerk**

January 2015 – March 2015

- Maintained records in proper alpha and numeric sequence
- Retrieved, purged, updated and re-filed materials as assigned
- Collected, sorted, processed, and distributed mail and packages
- Provided clerical assistance to staff personnel
- Assisted with special projects and assignments
- Processed forms, documents and other materials in accordance with regulations, procedures, and guidelines

**ABILITIES/SKILLS**

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**Personal Attributes:** Ability to learn and adapt quickly to changing priorities, meet heavy deadlines, exercise strong analytical and problem solving-skills, convey information clearly, work independently with minimal supervision, goal-oriented, highly motivated, well-organized and attentive to details, follows best practices to support logical and efficient decision-making, seeks to deliver quality solutions

**Community Volunteer Services:** Deferred Action Consultant for City of Los Angeles – provide full-scope assistance to individual cases based on thorough review of documentation; advise and assist in processing and mailing applications and renewals

**Computer Skills/System Applications:** Oracle SQL Developer, Advanced Excel, PowerPoint Presentations, Access, Microsoft Word, Outlook

**Languages:** English, Spanish

**Education:** California State University, Dominguez/ Carson, California

**Degree:** Bachelors of Science/ Business Administration Accounting (GPA: 3.45)

**Education:** Camino Nuevo Charter Academy/ Los Angeles, California

High School Diploma 2009/ Honors (GPA: 3.78)/ Honors Student

**Affiliations:** Phi Kappa Phi Honor Society

**References:** To Be Furnished Upon Request

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