

Pastor Emanuel Villagomez

Business Operations Manager

I'm a Business Operations and Analytics expert looking to join a forward thinking team with an empowering leader at a fast growing and innovative company.

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WORK EXPERIENCE

Business Operations Manager

CoderPad.io

08/2021 - Present San Francisco, CA (remote)
On a mission to become the world's biggest technical interviewing platform

Achievements/Tasks

- Automated invoicing process and saved finance 8 hours weekly by integrating Ordway with SFDC.
- Reduced trial activation time window from 14 days to 1 hour by leveraging product data to enable quick reaction to changes
- Created high/lower usage reports to enable Customer Success to quickly follow up with upgrade-ready and high-churn risk customers
- Created product roadmap analytics which enable product managers to understand and quickly respond to customer usage to new features
- Developed Google Ads ETL to enable Marketing to optimize ad performance
- Developed product, marketing, and financial analytics reporting in Mode and Looker
- Developed payment process to enable India-based customers to purchase CoderPad following new central bank regulations.
- Developed special-case financial reporting solutions for RevRec.
- Experience building teams.

Sr. Business Analyst - Performance Improvement, Technology Planning & Business Operations

Visa Inc

07/2019 - 07/2021 Foster City, CA
Business Analyst from July 2019 to June 2021

Achievements/Tasks

- Created interactive Tableau dashboards for Product Delivery metrics and Agile Workforce metrics to generate insights and make recommendations (defined metrics in partnership with stakeholders, collected data, verified data integrity, designed dashboards, collected contextual footnotes, and trained executives).
- Program managed the creation of a zero-budget Agile Learning program (including digital and live content development, faculty recruitment, org engagement, success metrics, and change management).
- Led development of an Agile Guidebook (interviewed users, designed website, collected content from Agile SMEs, demoed site to a variety of audience groups).
- Documented detailed Annual Operating Planning process for several business units to enable discrepancies identification and standardization.
- *Annual performance evaluation available upon request.*

TABLEAU PORTFOLIO

Netflix Movie Infographic [↗](#)

COVID-19 by % population, by GDP [↗](#)

SKILLS

SQL BigQuery Looker Mode

Tableau DBT GitLab Stitch

SFDC Stripe G Suite MS Office

Spanish Listening Initiative

Project Management

EDUCATION

Economics BA (Business Finance minor)

University of Southern California

2013 - 2017
Cum Laude

ASK ME ABOUT

Roadtrip 2022 Harry Potter

Changing Habits Voice Lessons

Horses Corvettes