

Victor R. Perez

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CAREER SUMMARY: With a comprehensive background spanning diverse industries, I excel in supply chain management for telecommunications at Lumen, overseeing ordering, intake, returns, and inventory processes. My responsibilities include optimizing batch flow through fabrication shops, collaborating with various stakeholders to ensure timely delivery of high-quality products. As a versatile professional, I have also served as a Ramp Agent at United Airlines, contributing to efficient ground services and consistently demonstrating a commitment to safety and teamwork. In previous roles as a TSA Officer, DC Warehouse Associate, Expediter, Planner/Scheduler, Purchasing Agent, and Supply Attendant, I honed my skills in security, warehouse management, procurement, scheduling, and customer service. My experience extends to roles as a Load Specialist/Dispatcher at CenturyLink, where I provided efficient, quality service, and as an Intake/Records Deputy at the United States Bankruptcy Court, where I managed case files and ensured accuracy in processing bankruptcy cases. Throughout my career, I have showcased adaptability, attention to detail, and a commitment to excellence, making significant contributions to the success of each organization.

CORE STRENGTHS: Throughout my professional journey, I have consistently exhibited adaptability, meticulous attention to detail, and an unwavering commitment to excellence, significantly enhancing the success of each organization I have served. My core attributes include a steadfast dedication to punctuality, professionalism, and dependability, complemented by strong interpersonal skills. With specialized expertise in customer service and telecommunications logistics, I bring a diligent and self-motivated approach to navigating dynamic and diverse work environments. My strengths lie in maintaining precision, accuracy, and meticulous organization in all aspects of my work.

EMPLOYMENT AND EXPERIENCE:

UNITED AIRLINES – Ramp Agent - October 2023 – Present (20-25 hrs./week)

My role as a **Ramp Agent with United Airlines**, I played a vital role in ensuring efficient ground services for daily flight operations. Responsibilities included accurate baggage handling, aircraft ground support activities, secure cargo operations, and collaborative teamwork with ground personnel, pilots, and air traffic control. Adherence to safety regulations and participation in training programs ensured a hazard-free working environment. Additionally, I operated and maintained various ground service equipment and provided exceptional customer service. Throughout my tenure, I consistently demonstrated a commitment to safety, efficiency, and teamwork, contributing to the overall success of United Airlines' ground operations.

HOMELAND SECURITY ADMINISTRATION – TSA Officer – April 2023 – Present (40 hrs./week)

My role as a **TSA Officer at Denver International Airport**, I played a vital role in safeguarding travelers by implementing and enforcing security measures in accordance with TSA regulations. Responsibilities included thorough passenger screening using advanced technologies, such as X-ray machines and body scanners, to detect and prevent prohibited items. I conducted detailed inspections of baggage, identified and addressed security risks, and ensured strict adherence to TSA policies. Staying informed about security threats and regulatory updates, I implemented necessary changes in screening procedures. Additionally, I provided excellent customer service, assisted passengers, educated them on security procedures, and actively participated in ongoing training programs to stay updated on the latest security technologies and techniques. My role demanded a high level of attention to detail, adaptability to changing protocols, and a commitment to passenger and personnel safety.

FERGUSON – November 2022 – July 2023 (40 hrs./week)

My role as a **DC Warehouse Associate**, I meticulously handle product quantities, ensuring accurate sorting, labeling, and organized storage. I assemble containers to maintain an efficient supply system and collaborate effectively with colleagues to accomplish task assignments. Upholding inventory integrity and prioritizing product safety, I utilize hand-held RF units/scanners for efficient task completion. Adherence to established standard operating procedures is a constant practice in performing assigned duties. Actively engaging in associate meetings, I communicate concerns to management, and consistently execute all job duties in strict accordance with OSHA standards, as well as compliance with organizational policies, rules, regulations, and procedures.

RK MISSION CRITICAL – April 2022 – January 2023 (40 hrs./week)

As an **Expediter**, I coordinate with vendors to verify supplies, manage supply requisitions, and determine delivery dates while informing management of any potential delays. I monitor projects material delivery timelines against the

production schedule to ensure timely completion. I review and track orders, identify opportunities to decrease shipping time, and address any issues related to shipping delays. I build strong, collaborative relationships with team members and vendor partners. I also load all purchase orders into the RKMC application system and resolve any missing information for the receiving department.

As a **Planner/Scheduler**, I schedule Sheet Metal, Piping, Plumbing, and Structural fabrications. I assist in assigning hours and on-site dates to batches. I coordinate and track CAD completion dates and shop schedules. I also coordinate delivery dates with transportation and field, create detailed shippers for each batch, improve personnel planning and scheduling skills, allocate shop hours accurately, comply with company policies and procedures, and perform administrative and technical responsibilities.

As a **Purchasing Agent**, I order special items such as Fanuc Robots, Fiber Laser machines, Ironworker machines, & Water jet machines. I evaluate vendor pricing, service, and product availability to procure materials and equipment, prioritize support of production line products, First of a Kind (FOK) products, projects, or a combination of these areas depending on company needs. I select suitable suppliers in terms of product line, reliability, quality, price, and lead time, send Request for Quotes (RFQ's) to selected, qualified vendors, prepare, issue, monitor, and expedite purchase order with suppliers, and build and maintain positive, long-term supplier relations, setting up agreements. Using and monitoring an Enterprise Resource Planning (ERP) system to manage, integrate, and connect purchasing, inventory, sales, marketing, finance, human resources, and other aspects of the business.

LUMEN - August 2014 – April 2022 – Supply Attendant – Supply Chain Management (40 hrs./week)

As a **Supply Attendant (40 hr./week)**, I supervised various warehouses and conducted regular inventory audits, produced detailed oriented reports, and made recommendations for ordering and restocking items. I can adapt and embrace change. I need to have a basic understanding of data transport and voice networks to provide the materials needed for the technicians' day-to-day jobs. At times I needed to reprioritize due to the fast-paced environment. Also having the ability to organize and prioritize workload was a must, based upon the needs of the business. Invoice auditing was very important, to make sure that are accurate and in compliance with Lumen's invoice auditing process. Verifying the correct products were delivered, checking the pricing, making sure charges were applied correctly. Constantly, finding new ways to improve operational efficiency by reducing waste and finding ways to become more automated to increase productivity. Finding new ways improve efficiency and reduce costs. Also having a strong relationship with customers by providing excellent customer service. Systems used were SAP, WFA C, DO, DI, understanding of FTTP, FTTN, Computer knowledge, use of multiple screens, MS Office (Excel, Word Power Point), provide efficient, quality service to both internal and external customers. I am familiar with systems such as: GPON, LFACS, LMOS, TAG, WEBSOP, WFA DO, WFA-DI, WFA-C and some quantum fiber systems such as Calix, Adtran, DSLAM.

Analytical Associate/Load Specialist/Dispatcher – CenturyLink – June 2000 – July 2014 (40 hrs./week)

As a **Load Specialist/Dispatcher**, I would primarily perform work duties sitting at a workstation utilizing and telephone for extended hours of the day. On daily morning calls, I prioritize multiple projects and perform under strict deadlines, in a fast-paced environment, prioritizing and completing work tasks with speed and accuracy. I have working knowledge of computer software systems, utilizing multiple window screens, e-mail and web-based applications. I have a broad knowledge/understanding of how Provisioning and Repair Systems work/flow together from beginning to end. I have strong communication skills such as probing, asking detailed questions to understand and problem-solving to reach resolution. I can provide efficient, quality service to both internal and external customers. Resolve customer escalations with delayed order conditions. I have experience with problem solving and utilizing analytical skills to review, correct and resolve record discrepancies. Assisted with repairing processes. Issued and monitored set work orders. Supported Central Office and Network Technicians, as needed. The work environment required me to work autonomously with minimal supervision and required me to collaborate in a team environment and participate in processes to improve the teams. Independent decisions were also a requirement. Getting on early morning call meetings helps in assisting in training and direct workflow. Knowledge of excel spreadsheets and having the ability to manipulate them was often needed. It was helpful to know about POTS, DSL, and fiber provisioning order flow processes. I had the ability to read and understand service orders and I was able to resolve errors. I provided excellent customer service, and I was required to maintain a high degree of speed and accuracy. Some of the systems I used were WFA DI, DO, C, LFACS, NMA, BOSS, TIRKS.

United States Bankruptcy Court - August 1988 – November 1992 – Intake/Records Deputy (40 hrs./week)

As **Intake/Records Deputy** at the United States Bankruptcy Court is responsible for managing case files and documents related to bankruptcy cases. Some of the specific duties of an Intake/Records Deputy may include - Reviewing and processing incoming bankruptcy cases, ensuring that all required documents are properly filed and recorded. - Answering inquiries from attorneys, debtors, and other parties regarding case status and procedures. - Managing the physical storage and retrieval of case files and documents. - Performing quality control checks on case documents to ensure accuracy and completeness. Providing excellent customer service to all parties involved in the bankruptcy process.

Other positions and companies: (can elaborate upon request):

- Load Specialist/Dispatcher – CenturyLink – August 2013 – July 2014
- Analytical Associate – CenturyLink – June 2000 – August 2013
- Technical Clerk – Risk Management - Law Department – CenturyLink – 1998 – 2000
- Administrative Attendant – CenturyLink/U S West – 1995 – 1998
- Office/Clerical Manager – Business Resources, Inc. – U S West - 1994-1995
- Intake/Records Deputy – United States Bankruptcy Court 1989-1994

EDUCATION / CERTIFICATIONS:

- Bachelor's degree in business management from University of Phoenix (3.8 GPA) completed 12/15/2014.
- Forklift certification valid from 11/18/2022 – 11/18-2025.
- Completed courses in Introduction to Request for Proposal (RFP) and Proposal Support, SAP Supply Chain Management, Automated Referral to Major Organizations HD (ARMORHD), FTTP Fiber to Premises, WFMT Refresher, NDS Nav/Read/Print.
- Completed Associate Broker course from Kaplan Professional School/Jones College in October 2007 and Registered Appraiser course from AIMS Community College in July 2002.
- Honors and Awards: Delta Mu Delta (Business Honor Society)
- Proficient in various Microsoft Office products.

COMMUNITY VOLUNTEERISM:

- Arise Community Church (Denver Rescue Mission, The Crossing)
- Somos
- Alliance of Black Telecom Professional (ABTP)
- United States Tennis Association (USTA)
- Food Bank of the Rockies Volunteer