

## Francisco M. Zamudio

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### Data Entry

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#### Profile

Talented data entry clerk with extensive experience in all things data oriented—be it the manual entry, the capturing of it from other systems, its scrubbing, validation and reporting. Have a great track record delivering tasks on time, accurately and exceeding customer expectations. Very organized with strong data entry skills, computer work, customer support and typing over 55 WPM while observing the strictest of accuracy and confidentiality. Does well in a fast-paced work environment where I can work independently or as part of a collective team while focusing on client development and staff support. Also am a self-starter with excellent verbal and written skills. Strong ability to prioritize and multi-task efficiently as well. No sponsorship required as I'm a US citizen. I'm also bilingual—fluent in both English and Spanish.

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#### Core Proficiencies

Customer Service | Organized/Accurate | Administrative Support | Technical Expertise | Relationship Building | Data Entry/Typing | Customer Loyalty | Computer Skills | Active Listener

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#### Professional Experience

**The Walt Disney Company**, Glendale, CA

Application Support Analyst

- In the ticketing environment (Service Now), verified entered customer and account data by reviewing, correcting, deleting or re-entering data as needed.
- Tested software patches made in the test environment (prior to Production rollouts) by manually generating test entries so as to gage the state of things.
- Generated test data by copying Production data into the test environment.
- Maintained operations by following policies and procedures, reporting needed changes.
- Maintained customer confidence and protected operations by keeping information confidential.
- Act as a liaison between the vendor and the stakeholders to perform needed maintenance and data fixes. Maintain the system's data integrity by performing such activities as: Merging duplicate Facility records, close old Facilities once they've relocated, end-user on-boarding/off-boarding, update business user profiles as needed, reinstate Facility records when needed, etc.
- Perform annual data scrubbing against the company's global directory of ILS facilities by standardizing and cleaning up their names and addresses.
- Assist in activities related to transitioning the users from FANS into Compass in '2022: Setting up user accounts, testing screen functionalities prior to production environment go-live, develop and implement test scripts, validate the data migrated from FANS into Compass, triage help requests submitted by the users and issuing incident tickets in Service Now, consulting and advising the users when they don't use the Compass screens correctly, reporting issues/defects to the developers/support personnel when encountered, perform end-user training on the new system functions as needed, etc.

**Warner Brothers**, Burbank, CA

Systems Analyst

- View, update and make new ticket entries on Service Now as needed.
- Assisted with inventorying of equipment used to keep track of employee online time and attendance.

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- Develop procedural documentation instructing end-users on how to use the company-associated BOX accounts to upload confidential information.
- Manually generate and activate registration keys (via AWS) so as to facilitate licenses for end-users.

**Warner Music Group**, Burbank, CA

Senior Business Operations Analyst

Enhance, support and maintain the company's Order Management system and its Order-To-Cash processes in an agile environment:

- Perform analytical duties within the Physical Operations IT team and encompassing applications such as Coop and financial processes that integrate with SAP (revenue processing and inventory valuation).
- Support and maintain the System ESS Order Management System as well as its Order-To-Cash derivatives.
- Point of contact to the company's internal user community as first responder to production issues.
- Perform queries, list-pulls, produce ad hoc reports as needed and also involved in SOX audit testing.
- Implement unit, functional, regression, integration and end-to-end testing of fixes and enhancements.
- Conduct month-end activities supporting the company's financial close.
- Develop training and procedural documentation for internal consumption by IT as well as business users.
- Agile methodologies: Working in Scrum teams to analyze, design, develop and implement software fixes, enhancements and new functionalities in two-week sprint cycles.
- Interact with and support plethora of departments throughout the company, such as: Change Management, Pricing Controls, Inventory Controls, Accounting, Royalties, Accounts Payable, Accounts Receivable, Auditors (internal/external), music labels, vendors, etc.
- Manage and work in concert with outsourced/offshore resources.

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### Education

- Callexico High School – GPA 3.83
- Certified Scrum Master ('2012-'2014)

Callexico, CA

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### Additional Proficiencies

#### Technical Skills

Microsoft Office (Word, Excel, PowerPoint, Outlook, Access) / Microsoft Visio / Google / Microsoft Edge / Jira / Service Now / BMC Remedy User / FANS / MS Teams / Skype / MS Power BI Desktop / Toad / Navigator / Salesforce / Some exposure to Cloud (AWS) and SaaS (iVos, Symmetry, Pardot) technologies.