Sebastian Budnik

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BUSINESS ANALYTICS PROJECT MANAGER

Highly strategic Business and Data Analyst and M.S. Business Analytics candidate at UCLA Anderson. Over three years of project management and analytics experience in technology and customer service industries, including international environments. Laser-focused on building stronger customer relationships in physical and digital channels. Findings, recommendations and project implementations consistently lead to client revenue gains. English / Spanish bilingual.

Languages: SQL, R, MATLAB
Software: Excel, Tableau

PROFESSIONAL EXPERIENCE

TOTALPACK   Santiago, Chile
Project Manager   2015 - 2017
- Developed and managed the mobile application project "Su Turno Móvil" ("Your Mobile Call" in English), a queue management application where users can queue, for public institutions or private companies, on their devices. Implemented in more than 300 offices of public institutions and private companies from different sectors with more than 10,000 users.

Managed and executed digital queue management projects for assisted sale spaces in supermarket and pharmacy national chains.
- Gathered requirements from clients related to operations and customers, and built customized customer service queueing solution.
- Recommendations made from data analysis enabled a better allocation of work shifts, reducing costs and improving the efficiency of operations.
- New approach led to enhanced customer buying experience, decreasing number of dropouts and increasing the total sales +5%.

Developed and implemented self-service kiosk solutions for Health Plan Provider companies.
- The automation of several processes like payments, refunds and forms, allowed companies to improve their attention rate by 50%, while gaining time and cost efficiencies related to these operations.

FORSAC (CMPC COMPANIES)   Santiago, Chile
Project Engineer   2013-2014
- Developed and implemented management control system involving budget elaboration, and monthly regional operational control for country plants from Chile, Peru, Argentina and Mexico. This included report elaboration and following of individual and consolidated results through key performance indicators (KPI's).
- Collaborated in the elaboration of regional workforce capital reduction plan. This included the development of the planning, control, and management system of the project.
- Redesigned administrative functions, with fundamental orientation on the receivable accounts process, reducing total accounts with more than 120 days overdue by 50%.

Thesis Work   2013
- Designed and elaborated country-specific operational deployments for the corporate strategic plan, based in the Balanced Scorecard methodology.
- Developed a management control system for the corporate strategic plan based in the Balanced Scorecard methodology.

SNACKCENTER   Santiago, Chile
Intern   2011
- Developed and implemented a new inventory, value collection, and workforce control system, leading to identification of monthly loss of $30K through the cross-check process. Introduced operational improvements to reducing loss by 33%.

UNIVERSITY OF CHILE   Santiago, Chile
Assistant Professor   2013
- Courses "Advanced Topics in Strategy" and "Strategic Direction".

EDUCATION

UCLA ANDERSON SCHOOL OF MANAGEMENT   Los Angeles, CA
Master of Science in Business Analytics (MSBA)   December 2018

UNIVERSITY OF CHILE SCHOOL OF ENGINEERING   Santiago, Chile
Industrial Engineer   March 2014
- Graduated with maximal distinction

ADDITIONAL

- Fluent in English, and Spanish (Native). Conversant Hebrew.
- Cofounder of web platform www.tzedaka.cl Crowdfunding of social projects of institutions of the Jewish Community of Chile, revolutionizing fundraising process for traditional institutions.
- Volunteer teacher in the NGO Acción Emprendedora, for entrepreneurs, startups and microbusiness. Dictated courses of Inventory and Production, and Management Control.
- SSI Open Water diver certificate.