

Ruben Galleguillos

Strategic Planning | Leadership | Data Analysis

CONTACT

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Dear Hiring Manager,

Seasoned operations leader with over 15 years of experience driving strategic initiatives across workforce management, compliance, and process optimization. I have a proven track record of leading high-impact initiatives that enhance efficiency, compliance, and data-driven decision-making. My ability to align operations with business objectives, optimize workflows, and drive strategic improvements makes me an ideal candidate for this role.

At Federal Student Aid (FSA), I led large-scale data oversight initiatives impacting millions of borrowers and a loan portfolio of \$1.7 trillion—resulting in \$40 million in savings through corrective action plans (FY23–FY24). I built and scaled programs that aligned resources with mission-critical goals, leveraging a deeply data-driven approach to design systems that deliver insights, forecast resourcing needs, and improve customer outcomes without sacrificing efficiency.

I also have a strong track record of managing third-party partners to meet and exceed internal standards. I've led teams through tool implementations, process redesigns, and cross-functional operational planning to scale impact and drive continuous improvement.

I thrive in dynamic, fast-paced environments that require creative problem-solving and a strong sense of ownership. My expertise in building and leading high-performing teams, streamlining operations, and implementing data-driven strategies enables me to drive efficiency and organizational success. I am eager to bring my leadership and operational acumen to your organization and contribute to its continued growth.

Best regards,

A handwritten signature in blue ink, appearing to read 'Ruben Galleguillos', located below the closing of the letter.

Ruben Galleguillos

R / G

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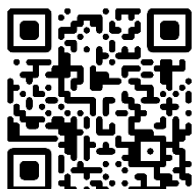
SKILLS

PROFESSIONAL

- Bilingual (Spanish)
- Team Leadership & Development
- Operations Management
- Process Optimization
- Strategic Planning
- Risk Mitigation
- Data Analysis & Visualization

TECHNICAL

- Visual Studio
- Databases
- CRM & ERP Systems
- Process Automation
- MS Office Suite



EXPERIENCE

Section Chief - Data Team

Federal Student Aid (FSA) – Department of Education | October 2020 – Present

Led FSA's Data Engineering team to enhance reporting and analytics for the Vendor Oversight Group (VOG), driving accuracy, compliance, and efficiency across a \$1.7T federal student aid portfolio.

- Partnered cross-functionally across FSA to lead the development of VOG's risk assessment tool, enabling data-driven monitoring strategies.
- Directed and aligned the division's priorities, goals, and vision, ensuring a structured approach to both immediate and long-term objectives for enhanced operational effectiveness.
- Led oversight of 3rd-party vendors, analyzing performance metrics and forecasting staffing needs to ensure service levels aligned with operational goals.

Program Analyst

Federal Student Aid (FSA) – Department of Education | March 2020 – October 2020

Provided leadership with data-driven insights and objective analysis to support strategic decision-making on the administrative and programmatic aspects of Federal Student Aid.

- Collaborated across FSA to evaluate performance metrics and improve outside vendor operations through Corrective Action Plans (CAPs) and data validation plans.
- Analyzed data trends and created reports that highlighted operational improvement opportunities for SMEs, vendors, and senior leadership.

State Based Testing Team Manager

Prometric | October 2019 – March 2020

Leveraged data to manage CS daily operations, ensuring CSRs exceeded service levels, quality benchmarks, security standards, and staffing targets while streamlining workflows to boost performance and customer experience.

- Improved CS satisfaction by revamping CS tools, streamlining workflows, and enhancing user interfaces to support faster issue resolution.

Freelance Full-Stack Web Developer

Freelance | March 2019 – October 2019

Developed and implemented customized web/software solutions using both front-end and back-end technologies.

- Built SQL and MongoDB databases to meet project needs and maintain data integrity.
- Developed API protocols, enhancing system integration and functionality.

R / G

SECURITY CLEARANCE

- Federal 5C Security Clearance
- Clean Criminal Record
- Clean Drug Test

EDUCATION

The University of Pennsylvania

Full-Stack
Development
2018 – 2019

Harrisburg Area Community College

Business
Administration
2013 – 2015

Universidad del Pacifico

Economics
2005 – 2006

EXPERIENCE

Servicemember Benefits Team Supervisor

Pennsylvania Higher Education Assistance Agency (PHEAA) | 2017 – 2018

Led and developed a team of 40 CSRs, overseeing a high-profile agency operation while providing strategic advisory support to senior leadership.

- Leveraged data to lower the team's error rate from 8% to 1.7%, while consistently achieving perfect service level agreements for both federal and private contracts.
- Streamlined document processing, reducing the average turnaround time for all applications from 10 to 6 business days.

Support Operations Supervisor

Pennsylvania Higher Education Assistance Agency (PHEAA) | 2016 - 2017

Led a customer service team and managed servicing functions, overseeing service quality and production. Fostered a culture of excellence by providing targeted training and development to promote outstanding service delivery.

- Enhanced team call quality scores from "Satisfactory" to "Above Target" within the first 3 months, consistently meeting service level agreements (SLAs).
- Fostered team growth through targeted training initiatives, coaching, and mentoring, driving continuous performance improvement.
- Partnered with leadership to forecast and align staffing needs with operational goals.

Customer Insights and Operations Lead

Pennsylvania Higher Education Assistance Agency (PHEAA) | 2010 - 2016

Assigned a leadership role to drive team success and enhance individual performance while collaborating with management to improve business processes.

- Implemented and monitored quality control measures to ensure call and processing quality scores consistently exceeded 96%.
- Analyzed large datasets and prepared detailed reports, identifying trends and recommending actionable strategies aligned with departmental goals.

Content Creator & Business Analyst

Perusmart.com | 2013 - 2017

Tech blog writer and content creator turned business analyst, specializing in crisis management by anticipating and resolving potential issues before they arise.

- Led a successful organizational restructuring, enhancing efficiency and profitability, resulting in a 300% revenue increase and a 30% boost in social media reach.
- Optimized website traffic by leveraging WordPress and Google Analytics insights, achieving a 200% growth in six months.
- Expanded sponsorship revenues through strategic relationship-building with industry leaders, securing partnerships with Telefónica and Movistar.

