

MS, ROCIO YOLANDA LAUER

8783 Ferndale Rd Apt 259

Dallas TX 75238

Cellular: 972-371-7931

Email: mcrocio@hotmail.com

PROFILE

Professional engineer with Master of Science degree in engineering, with knowledge of the concepts and techniques of the engineering profession including finance, cost optimization techniques, economics, project management, supply chain, operations research, processes optimization, accounting, mathematics, statistics, modeling, calculus, physics and engineering sciences, with effective communication with others and demonstrated ability with interpersonal skills in English and Spanish.

EDUCATION

Master of Science, Major in Engineering Colorado School of Mines, Golden Colorado	2007
Certificate Education Metropolitan State College of Denver, Denver Colorado	2006
Bachelor, Engineering Sacred Heart University for Woman UNIFE Lima Peru	1998

SKILLS

English and Spanish (Fluent)
Learning German
Highly proficient in Blackboard learning environment as an education tool
Highly proficient in Windows, MS Office, Visio, MS Project, Solver, Crystal Reports, Arena software and web development.

WORK AUTHORIZATION

I am a US citizen

EXPERIENCE

Workforce Analyst	Citigroup	2015-Present
<ul style="list-style-type: none">- Monitor and analyze the call centers, customer volume according to staffing levels, both real time and historically- Apply knowledge of statistics and algebra to drive the decision making processes in order to optimize the performance metrics in terms of SL, Occupancy and Saturation.- Work in two projects related to optimization in occupancy for the line of businesses of retail banking and DOD- To work in a project related to optimize the staffing levels per day of the week, times and months for the LOB of Macys.		

Adjunct Faculty Mathematics	Brookhaven College	2015-Present
<ul style="list-style-type: none">- Conduct classes and lab in order to let students learn interactively working on mathematics.- Prepare lessons and provide the course syllabus for DMAT 0305- Keep accurate records on student's performance and evaluate student's performance in DMAT 0305.- Encourage students to achieve their goals, through open communication, positive feedback and support.- Initiated interactive activities that furthered understanding and created a positive learning environment.		

Project Manager	ESSALUD	2012 -2015
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Lima – Peru

- Responsible and accountable for the coordinated management of multiple related projects directed toward strategic business and other organizational objectives oriented to the field of telecommunications, networking, IP addresses in the national Health institution on Peru.
- Built credibility, establish rapport, and maintain communication with stakeholders at multiple levels, including those external to the organization.
- Defined and initiated projects, and assigned Project Managers to manage cost, schedule, and performance of component projects, while working to ensure the ultimate success and acceptance of the program.

US ARMY GA-USA

2010 – 2011

- Officer Candidate.
- Successful completion of the Basic Training
- Honorable Discharge.

Adjunct Faculty, Berkeley College NJ-USA

2009 - 2010

- Teaching students in the field of microeconomics and macroeconomics.
- Performed a significant amount of research, experiments and administered and graded student examinations.

Research Analyst, Ventyx Global Energy Decisions CO-USA

2007

- Enabled the company to update its database information related to the coal mining industry in South America and increased the portfolio of potential solutions offered to clients. Provided research and financial analysis of the coal mining industry in South America (Colombia, Venezuela, Brazil and Mexico) and also basic research of Australian and Indonesian coal industries until 2007.

Project Engineer, CIRSE Lima-Peru

2003-2005

- Evaluation and development of the financial statements of a Private Peruvian company and management of different IT and health projects; related to the innovation of the rural areas in Peru.

OTHER WORK EXPERIENCE

Faculty, Inca Garcilaso de la Vega University Lima - Peru

2013 - 2015

- Prepared lectures of international economics, project management, international business case studies, exercises and field experiments which serve as basis for grading exams and papers of individuals that include mathematical and statistical applications