

# ANA MARIA PUCH

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## SUMMARY

Accomplished Business Analyst, specialist in Office Processes and Data Manipulation with over 20 years work experience in the management and development of administrative procedures, active support of international sales and installations, and production of analytical reports. Highly effective in creative problem solving and streamlining processes using computer technology with proven ability to improve results and ultimately save time and resources. Experienced with a multitude of computer software for office, database, presentation and web design. Excellent interpersonal and relationship-building skills. Fluent in Spanish.

## WORK EXPERIENCE

**Intelsat, Washington, DC** **2000–2008**

**Senior Business Analyst, Asset Management, Marketing Department** **2007–2008**

As a result of the merger between Intelsat and PanamSat, reporting mechanisms were structurally dissimilar with absence of common information. Performed data integrity, revenue assurance and reporting activities to produce key monthly publications with graphical representations. Excellent rapport with both satellite engineers and salesmen resulted in the timely implementation of changes in the various databases.

- Designed and implemented an automated monthly report, which included satellite capacity utilization, marketing trends and deployment information resulting in improved inventory management and sales operations.
- Produced bi-weekly and monthly combined revenue, forecast and backlog for Sales and Marketing.

**Network Planning Analyst, Sales Engineering and Technical Services – Capacity Planning** **2002–2007**

Effectively integrated satellite capacity reporting data resulting in better management of fleet capacity inventory after the company's privatization and subsequent acquisitions.

- Analyzed data and designed a process to discover unjustified capacity reservations resulting in the creation of new company's policies and procedures, and the enhancement of the company's bottom line going forward. My findings freed up over \$60 million income producing, high demand company assets.
- Analyzed an extensive database for unreported revenue and services, partnered with VP of Capacity Management to identify and rectify procedural errors. This project netted over \$20 million to the company's bottom-line.
- Developed and implemented database templates and other reporting mechanisms for analysis of metrics used to manage the company's response to customer requests, as well as Outlook templates for forms that resulted in an improvement of transmittal time and approval process.
- Facilitated and proposed agendas for, organized and distributed materials for, plus moderated the weekly Satellite Capacity Management group meetings.
- Developed and managed the team's Intranet site and an internal site as a functional repository and sharing tool for all internal information. Redesigned and maintained company's sponsored SUIRG.com website.

**Sales Administrator, Europe Sales** **2000–2002**

Performed both business administration and event organization for the European offices. Achieved efficiency by establishing new accounting procedures and a back-up manual for the combined European sales offices. Provided guidance, leadership and direction within the group, including properly training and mentoring junior staff.

- Coordinated the work of four field offices and was instrumental in opening the new office in France.
- Implemented new procedures and guidelines resulting in the improvement of the speed and accuracy of processing vouchers and invoices, as well as correcting process errors of fund transfers.
- Managed and monitored the Europe Sales operating budget by effectively interacting between the field offices and the Finance and Accounting departments as well as outside vendors.
- Managed expense and travel reports. Researched and reconciled discrepancies, monitored and reviewed related reports including expense, purchasing and HR forms while acting as a lead coordinator.
- Created and proofread presentations, correspondence and reports for department and department head. Established and maintained files, reference materials and marketing collaterals.
- Managed all logistic matters for the International Radio Frequency Interference (RFI) Forum sponsored by Areospace and held on Intelsat's premises.
- Active in the planning and execution of the European commercial meetings and the company's annual telecommunications meeting (GTM) for over 800 corporations and organizations worldwide.

**Vorys, Sater, Seymour and Pease LLP, Washington, DC 1999–2000****International Trade, Customs and Exports Legal Assistant**

Responsible for the overall quality of deliverables plus organization and coordination with office support.

- Coordinated all filings with the Department of Commerce and the International Trade Commission on behalf of the clients, and servings of counsels listed on the Certificate of Services.
- Researched information in the Internet and created a monthly newsletter on exports and customs issues.
- Reorganized and improved the file system by recoding the clients' files. Developed a database application with a new cataloging system for auditors' compliance requirements.

**Kaye, Scholer, Fierman, Hays & Handler, LLP, Washington, DC 1997–1998****Spanish-English Translator, International Trade**

Integral member of a small team within the International Trade group that counseled South American clients on matters of antidumping and countervailing duties. Developed an excellent rapport with foreign clients resulting in their better understanding and interpretation of the issues and decisions.

- Created a glossary of most-used words and acronyms for the translations of the client's legal documents and for simultaneous interpretation over the phone and for use by the group's partners.
- Created bilingual templates for client billing, which was highly appreciated by South American clients.

**Arthur Andersen LLC, Washington, DC 1994–1997****Executive Assistant to the Directing Partner, International Tax Services, Economics and Legislative Groups**

Strengthened group communication by becoming a resourceful liaison between the Director and the Research Analysts of the Economics group.

- Produced an innovative project schedule for tracking progress of all tax-related projects. As a result, products and deliverables were consistently met in a timely manner.
- Developed a system for the analysis of projects and delegation of tasks to the general secretarial pool, which resulted in their timely completion. It also improved communications and strengthened relationships.
- Coordinated large multi-office international workshops, seminars and meetings at various locations worldwide, including the preparation and timely delivery of lecture and class materials. Structured meetings format around complex Agenda. Coordinated demanding travel and business schedules of two partners.

**GE Information Services (GEIS), Rockville, MD 1988–1993****Global Support Services Technical Support Specialist**

Performed client services functions and coordination of technical support and sales implementations worldwide in over 170 GEIS non-affiliate office countries. Effectively supervised the growing network of technical support providers located throughout Latin America, Europe and the Middle East, which resulted in an increase of the volume of sales implementations and the hiring of new local technical support providers.

- Interfaced with local Public Data Networks throughout Latin America and the Caribbean for the implementations of data transmission services through their public networks.
- Established escalation procedures for all major products and key accounts. Designed companywide coordinated shipment procedures for telecommunications networked equipment destined for Latin America.
- Produced a user-friendly operations and technical manual for the new European and Singapore offices and trained them on-site on departmental functions and procedures.

**EDUCATION AND TRAINING****181 total credit hours with 3.53 GPA**

Education/Secondary Education, Universidad Católica Santa María, Arequipa, Peru.

Science in Business Management, Potomac College, Washington, D.C.

Professional Certification in Web Development and Graphics, Montgomery College, Rockville, Maryland.

Graduate School, USDA, Washington, D.C.

Database Driven Web Technologies, Knowlogy, Virginia.

Graphics and Web Design, TJP Associates, Washington, D.C.

**COMPUTER SKILLS**

Business Objects; Crystal Reports, MS Office Suite—Access; Excel, PowerPoint, Word, Outlook, Visio; Adobe Products—Dreamweaver, Flash, Fireworks, Photoshop, InDesign, PageMaker, Acrobat; QuarkXpress; XHTML, CSS, Lotus Notes, ACT, Lotus Organizer, various company Proprietary software.