DAVID MORALES

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Operations Manager | Production Readiness | Risk Tracking | Jira

Operations and support coordination professional with experience in production readiness, escalation review, root-cause analysis, Jira tracking, process documentation, quality reporting, and cross-functional workflow coordination. Skilled at maintaining accurate documentation, tracking risks and corrective actions, aligning teams around operational deadlines, and improving support processes across complex client systems.

PROFESSIONAL EXPERIENCE

ShyftOff, Tampa, FL (Hybrid)

Operations Manager Aug 2026 to Present

Agent Support Coordinator, Production Readiness & QA (Contract) Mar 2026 to Jul 2026

- Assumed operations management responsibilities for the PhyNet Dermatology campaign beginning in May 2026; formally onboarded as Operations Manager effective August 2026.
- Coordinate production readiness, escalation review, quality tracking, and workflow documentation across PhyNet Dermatology brand-specific workflows, including NEDA and TDG.
- Review escalations, investigate root cause, document corrective actions, and track follow-through across PhyNet systems including EMA, eClinicalWorks, WebEx, and Jira.
- Build and maintain issue-tracking workflows to document production errors, identify root causes, flag knowledge base gaps, and support corrective action.
- Develop and maintain training materials, knowledge base updates, and readiness documentation, including AI-enabled QA and mock-call tools, to keep teams aligned on current production processes.
- Analyze quality, handle-time, and operational metrics across 9,400+ interactions with an 8.5-minute average handle time to surface risks, coaching needs, and process improvements.
- Previously supported operational readiness and cross-team coordination for the NationsBenefits campaign across Genesys, Litmos, and UKG Pro.

Mad Mobile, Tampa, FL

Senior Technical Support Specialist & Support Operations Coordinator Jun 2025 to Mar 2026

- Promoted after two years of consistently meeting SLA targets while coordinating support operations.
- Audited case workflows, documented process improvements, and tracked SLA and KPI metrics in Salesforce and Teams.
- Mentored new agents through live case support, troubleshooting guidance, and documented best practices.

Support Operations Coordinator & Technical Support Specialist Apr 2024 to Jun 2025

- Audited cases, documented workflows, and coordinated escalations across teams to improve resolution efficiency.
- Triaged and resolved CAKE platform issues across multiple support channels while meeting SLA targets.

Technical Support Specialist Oct 2023 to Apr 2024

Capital One (Remote)

Customer Service Representative Jan 2023 to Oct 2023

- Resolved account and technical issues within established service targets.

Savvas Learning Company (Remote)

Technical Support Specialist Aug 2022 to Dec 2022

- Achieved a 95% first-contact resolution rate.

SKILLS

Operations & Coordination: Production readiness, Jira tracking, status tracking, risk logs, issue tracking, corrective-action follow-through, workflow documentation, process improvement, escalation review, root-cause analysis, SLA/KPI reporting, quality tracking

Systems & Tools: Jira, Salesforce, Teams, Slack, WebEx, Litmos, UKG Pro, Genesys, EMA, eClinicalWorks, CAKE, Pulse

Technical Support: Troubleshooting, POS systems, remote diagnostics, Active Directory, networking basics, DNS, TCP/IP, VPN, hardware/printer support, third-party integrations

EDUCATION

AS in Enterprise Network & Cloud Computing, Hillsborough Community College, Plant City, FL (May 2022)

Google Data Analytics Certificate (In Progress)

CERTIFICATIONS

Network Server Admin | Network Enterprise Admin | Help Desk Support Technician | Network Server Technician