

Freya Vazquez

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SUMMARY

Facilities Operations Analyst with four years of experience supporting data center reliability, incident governance, operational reporting, and cross functional improvement initiatives. Applies **Root Cause Analysis** and Problem Management practices to monitor program health, track corrective actions, capture lessons learned, and reduce recurring operational risks. Advanced Excel capability includes pivot tables, formulas, charting, reconciliations, forecasting, and management ready reporting. Practical experience with **Microsoft Office Suite**, ServiceNow, ScienceLogic, and Salesforce supports accurate records and timely decisions. Coordinates engineering, operations, vendors, partners, and **external service providers** through clear documentation, action registers, **escalation** paths, and consistent follow through. Supports operating budgets above \$1 million through forecasting, reforecasting, invoice review, and variance reconciliation. Combines analytical troubleshooting with organized execution across deadlines, improving portfolio visibility and operational quality.

EXPERIENCE

Facilities Operations Analyst, Data Center Operations

March 2024 - Present

CoreSpan Data Facilities

Charlotte, NC

- Owns operational analysis across data center facilities, supporting Root Cause Analysis, **Uptime Assessment**, incident governance, budget tracking, and corrective action closure. Coordinates engineering, operations, vendors, and service providers while maintaining program records, reporting templates, escalation paths, and management updates.
- Tracked **Root Cause Analysis** actions in ServiceNow, improving closure visibility across **data center operations** teams.
 - Analyzed ScienceLogic alerts and incident records, identifying recurring risks for focused corrective action planning.
 - Built **Excel pivot tables** and charts, giving leaders clearer views of uptime and portfolio performance.
 - Reconciled operating **budgets** above \$1M, strengthening forecast accuracy through invoice and variance reviews.
 - Coordinated vendors and engineering partners, resolving follow up gaps through action registers and escalation paths.
 - Documented **lessons learned** after incidents, helping teams apply practical fixes during recurring operational reviews.

Operations Project Coordinator, Facility Performance

July 2022 - February 2024

MetroCompute Operations

Raleigh, NC

- Coordinated facility projects, performance reporting, corrective action programs, and provider follow up across operational teams. Managed schedules, documentation, metrics, and stakeholder communication while connecting project work with reliable service delivery and improved process visibility.
- Created Excel reporting **templates**, helping **operations** leaders review facility metrics and overdue actions consistently.
 - Coordinated corrective action meetings with **engineering** and **vendors**, converting findings into assigned follow up.
 - Reviewed operating procedures, documenting recommended changes for clearer execution across facility project teams.
 - Tracked project deadlines and dependencies, keeping stakeholders aligned through concise status updates and action logs.
 - Supported provider reviews, documenting service gaps and escalating unresolved issues through established communication paths.
 - Prepared performance **charts** from operational **datasets**, helping teams spot trends before scheduled portfolio reviews.

Project Analyst, Operational Reporting

June 2021 - June 2022

Piedmont Critical Systems

Durham, NC

- Supported project tracking, process documentation, reporting, and third party coordination for critical systems operations. Maintained Salesforce records, prepared status materials, followed up on **assigned actions**, and helped stakeholders make timely decisions from organized project information.
- Maintained **Salesforce** project records, improving action visibility for third party coordination and stakeholder reviews.
 - Prepared operational **reports** from project data, giving managers concise updates on deadlines and outstanding risks.
 - Documented process workflows and templates, helping new contributors follow consistent project administration practices.
 - Followed up with external providers, closing information gaps before milestone and performance discussions.
 - Organized meeting actions and escalation notes, supporting clearer accountability across technical project stakeholders.
 - Validated project records against source documents, reducing reporting discrepancies during recurring status reviews.

PROJECTS

- Portfolio Uptime Assessment Reporting 📅 2025
- A missed action can hide inside a crowded spreadsheet. Built a portfolio reporting approach that connected uptime actions, departmental metrics, owners, deadlines, and escalation notes for clearer operational reviews.
- Data Center Corrective Action Register 📅 2024

Recurring incidents told a pattern before they told a story. Structured a corrective action register linking Root Cause Analysis findings, lessons learned, owners, status, and follow up across facility teams.

LEADERSHIP & AWARDS

- Recognized by operations leadership for dependable follow through on cross team corrective actions and provider escalations.
- Received team recognition for clear Excel reporting that made facility performance discussions easier to act on.
- Selected as a trusted coordinator for budget reconciliation, vendor follow up, and deadline sensitive operational reporting.

EDUCATION

Bachelor of Science in Business Analytics
University of North Carolina at Charlotte GPA: 0
Coursework: Data analysis, project management, operations analytics, business intelligence

2021
Charlotte, NC

CERTIFICATIONS

- Microsoft Office Specialist: Excel Associate 📅 2025
- ServiceNow Fundamentals 📅 2024

TECHNICAL SKILLS

- **Root Cause Methods:** Root Cause Analysis, Problem Management, Corrective Actions
- **Excel Analytics:** Pivot Tables, Formulas, Charting
- **Microsoft Office:** Excel, Word, PowerPoint
- **Service Management:** ServiceNow, Incident Tracking, Action Registers
- **Monitoring Platforms:** ScienceLogic, Alert Review, Operational Monitoring
- **Business Applications:** Salesforce, Records Management, Workflow Tracking
- **Budget Analysis:** Forecasting, Reforecasting, Variance Reconciliation
- **Reporting Systems:** Charts, Graphs, Templates
- **Data Center Operations:** Uptime Assessment, Incident Governance, Facility Operations
- **Provider Management:** Vendor Coordination, Service Providers, Partner Reviews

SKILLS

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|-----------------------|--------------------------|----------------------|-------------------------|
| • Root Cause Analysis | • Excel formulas | • ScienceLogic | • Budget forecasting |
| • Problem Management | • Excel charting | • Salesforce | • Budget reconciliation |
| • Uptime Assessment | • Microsoft Office Suite | • Project management | • Operational reporting |
| • Excel pivot tables | • ServiceNow | • Vendor management | |

PROFESSIONAL AFFILIATIONS

- Member, Data Center Operations professional network, sharing practical approaches for incident governance and service reliability.
- Participant, Charlotte analytics community, exchanging reporting methods with project, operations, and technology professionals.

LANGUAGES

- English (Native)
- Spanish (Proficient)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST