

Oseas Corrales Sancho

PROFILE

Extensive practice in process resolution, research and analysis, team building, and staff development. Able to time manage people and operations effectively. Wide-ranging understanding of multiple fields across platforms, manpower, monetary impact analysis, and auditing principles. Quick building of rapport, fast learner, sales observational capabilities, situational awareness, capacity to communicate across cultures, languages, and levels of expertise, insight, and a keen eye for developing solutions. Coupled with a quick response, thoughtful assessment, and solution of incidents on point. Have worked with Agile methodologies during projects as well as usual waterfall types. Have served in several organizations as a volunteer and active member of social work and outreach programs.

CONTACT

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LANGUAGES

Native Level

- Ω Spanish
- Ω English

Intermediate

- Ω French
- Ω Portuguese

WORK EXPERIENCE

2021-Current: IB Buss. Mngt. teacher at ICS

Professor of Business Management for International Baccalaureate program at International Christina School. Advanced, rigorous, and high-level business program for juniors and seniors. Teaching about change, culture, ethics, globalization, innovation, and strategy by using college-level management tools and techniques.

2020-2022: Global Service Desk Sup at DXC Technology

Provide Technical support for **Microsoft** account and its employees. Incident resolution, identification of underlying causes, and working with other teams to resolve for one of DXC's most profitable accounts. Communication, research, and out-of-the-box thinking are fundamental.

2019-Current: Chairman of the Board of Directors at OM Costa Rica

Leads the board of directors to analyze, create, and review objectives, helping management to achieve their goals and ideas. Value creator, analysis of operations, and business relationships builder.

2018-2019: Senior Sales Rep/Solutions Arch. at HITS/TAC (Technology Alliance Co.)

Build customer relationships and provide expert advice on technological solutions for their needs. Manage the most profitable projects and accounts of the company. Develop the very process of client relationships and management of those accounts.

2016-2017: ITIO Svc Delivery Cons III/ Incident Management at DXC Technology

Manage client incidents P1 and P2. Provide guidelines for technical teams about resolution. Manage executive-level communication with clients and dozens of teams related to incidents. Drive success of process saving customers millions of dollars on numerous incidents.

2011-2016: Premier & Executive IT Support, Data Analyst I at HP Costa Rica

Highly developed technical acumen to provide support for the Executive branch of HP Global. Customer-obsessed, executive-level communicator, and capable of leading even non-technical executives to resolve time-sensitive incidents. Communication expert, technical expert, objective achiever, and competitive spirit. Expert in MS OS and platforms, cloud, apps, and all types of systems used within HP.

2009-2012: Chief Operations Officer at Inmobiliaria Real del Sol

Founding member and lead manager of real estate agents and operations. Sales team manager and relationship builder with customers and providers. Strong interpersonal skills and capable to communicate at all levels with providers as well as customers. Independent work-capable, able to manage time, objectives, organization, and sales from start to finish.

Various Relevant Work and Experiences-

Recreations director at a major camp. A fundamental part of planning, organization, and implementation of activities for the largest camp in Latin America. (La Montaña Christian Camps). This included management of volunteering staff, time management of personnel, assignment of duties, and making sure the program ran on schedule and all unforeseen circumstances were addressed and worked as to the completion of the program. Working at times with up to four simultaneous teams and customer groups. Served as staff and volunteer for many years in numerous other camps in Costa Rica and the USA. Currently part of the Board as well.

Volunteer for over 25 years on dozens of short-term mission trips, medical caravans, construction, community outreach, and all kinds of projects. At first only a participant, then became part of the planning and development of groups. Worked with church

OTHER SKILLS

- Ω Extensive Complex-Problem-Solving abilities and experience.
- Ω Growing mindset and ability to self-teach what I need: be it auto-didactically, by assimilation from other people, or through a scientific approach in areas like computers, programming, graphic design, financing, economics, photography, and spoken languages and several areas of sciences and engineering.
- Ω Sales observational capacities, adaptability, persistence, and independence.
- Ω Critical thinking, deductive reasoning, inductive reasoning, analytical thinking, spatial thinking, operations analysis.
- Ω Judgment and decision-making.
- Ω Initiative, troubleshooting, information ordering, and attention to detail.
- Ω Cooperating, using teaching strategies, learning strategies, and innovative mindset.
- Ω Oral comprehension, reading comprehension, written comprehension, speech clarity, oral expression, speech recognition, and written expression.

groups and with organizations such as Christ for the City, Operation Mobilization, and others.

Interpreter/Guide for medical caravans and other outreach programs. For many years I worked as a Guide/Interpreter for academy biology groups to Costa Rica and Central America for several colleges in the USA and Canada. Helped with planning and development of programs as well.

EDUCATION

2023-2025: (in progress)

Escuela de Negocios Europea de Barcelona

- Ω MBA + Máster en Big Data y Business Intelligence

2000-2007:

Union College:

- Ω B.Sc. Business Administration – Management Emphasis
- Ω B.Sc. Computer Information Systems

Other Certifications

CSME: ITIL v3 Foundation in IT Service Management

Southeast Community College: Basic Nursing Assistant

IB Professional Development (2021):

- Ω Business Management (Cat.1)

DXC University (Skillsoft Percipio) (2020-2022):

- Ω Agile Project Planning
- Ω ITIL 4 Foundation Intro
- Ω Lean Six Sigma Fundamentals
- Ω Expert Insights on Personal Productivity
- Ω Expert Insights on Time Management
- Ω Six Sigma Techniques for Improvement

Harvard Manage Mentor (2011-2017):

- Ω Crisis Management
- Ω Delegating
- Ω Developing Employees
- Ω Strategic Management - Analysis and Choice
- Ω Strategic Management - Corporate Implementation
- Ω Awareness Strategic Mgmt. (Analysis & Choice - Corporate Implementation)

HP University (2011-2017):

- Ω Business Process Design and Modeling
- Ω Applying Critical Thinking Skills, I & II
- Ω What is Critical Thinking?
- Ω Discipline Agile Introduction and Discipline Agile Summary
- Ω Introduction to Agile Using Scrum
- Ω Introduction to Project Management
- Ω HPIT Automated Testing Services
- Ω HPIT Test Fundamentals
- Ω HPIT HPSM Incident Mgmt. - Detailed Incident Training
- Ω HPIT HPSM Incident Mgmt. - Detailed Interaction Training
- Ω HIPAA Privacy and Security Awareness
- Ω Customer Experience & NPS Cyber Security

Uncertified Courses:

- Ω Cisco Routing Protocols (while at HP)
- Ω Java

Microsoft Enterprise Skills Initiative (2021):

- Ω AZ-900 Microsoft Azure fundamentals (All paths completed)