

Ramon Vega

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EDUCATION

DeGroote School of Business – McMaster University

Master of Finance

Hamilton, ON

Expected Graduation Date: Dec 2024

University of Texas Rio Grande Valley

BBA in Economics

Edinburg, USA

Graduation Date: May 2021

CFA Level 1 Candidate

Expected Level Completion Date: November 2024

WORK EXPERIENCE

Tim Hortons

Team Member

Hamilton, ON

Jan 2024 - Present

- Engaged with customers on a daily basis to address their needs and ensure a positive dining experience through **effective management**, building **interpersonal relationships**, resulting in a 15% increase in customer satisfaction.
- Demonstrated exceptional ability to handle demanding circumstances and meet **tight deadlines**, showcasing my **decision-making skills**, resulting in a 10% increase in positive feedback.
- Adapted quickly to **high-pressure situations** by effectively managing a **fast-paced business model** with an average of 88 customers served per hour, maintaining an accuracy rate of order fulfillment at 98%.
- **Communicated** with team members, upper management, and external partners to identify operational challenges and **develop effective solutions**, maintaining high levels of organization, resulting in a 20% increase in efficiency.

Grupo Empresarial Guajardo

Price Analyst

Reynosa, Mexico

May 2023 - Jan 2024

- Developed and executed a comprehensive **analysis** of industry specific pricing strategies, **researching** and identifying key **market dynamics** and competitive advantages that resulted in a 10% increase in market share for the company.
- Conducted **data analyses** of cost lists from over 200 suppliers, identifying and resolving cost discrepancies that resulted in a 10% reduction in overall costs.
- Utilized **program management techniques** to optimize the timing and duration of promotions, leading to a 15% increase in customer engagement and a 10% boost in conversion rates.
- Collaborated with cross-functional teams to develop and implement innovative pricing approaches, maintaining **compliance** with the company's policies, leading to a 30% error reduction and ensuring operative efficiency.
- **Corresponded** with upper management and multidisciplinary departments to identify and resolve discrepancies in product costs.

Distribuidora RV

Sales Associate

Rio Bravo, Mexico

Mar 2020 - Aug 2022

- Implemented a proactive approach to **customer service** by conducting regular follow-ups, resulting in a decrease in unresolved issues.
- Utilized effective communication and organization skills to streamline the **sales process**, resulting in a 10% decrease in average customer wait time.

Internal Revenue Service

Tax Examiner (Volunteer Work)

Alamo, USA

Feb 2019 - Apr 2019

- Conducted comprehensive reviews of **tax** returns, identifying discrepancies, ensuring compliance with tax laws, and calculating tax liabilities for individuals or businesses providing assistance and guidance to taxpayers regarding tax-related inquiries.
- Managed and maintained confidential taxpayer information with utmost discretion and integrity, adhering to strict confidentiality protocols and security measures to safeguard sensitive financial information and ensure **compliance with regulations** and IRS guidelines.

SKILLS & ACTIVITIES

- Bilingual: Spanish (Native) and English (Proficient), Comparative Research, Marketing Strategy, Reporting, Research Paper, Sales Promotion Strategies, Business Planning, MS Office (Outlook, Excel, Word, PowerPoint), Communication (Oral and Written)

LEADERSHIP & INVOLVEMENT

DeGroote Graduate Finance Club

General Member

Hamilton, ON

Jan 2024 - Present

- Organized and promoted events such as meetings and business gatherings with professionals in the industry.
- 1st place achieved in Stock Pitch Competition – Presenting, Research, Communication, Financial Analysis