

# *Carlos F. Gordian*

www.Gordian.Tel  
Cell (352) 895-0964

## *Objective*

My Professional Goal is to work for a Competitive and Innovative Company where I can bring all my skills, talents, experience and knowledge to make a significant contribution and become a key asset within your Organization.

## *Qualifications*

- Leded Cross Functional Team efforts on both languages (Spanish and English) for problem identification and resolution of yield patterns and excursions for Product Design, FAB, Assembly, Manufacturing and Testing.
- Successfully implemented internet tactics for online marketing, sales, e-Commerce, digital advertising, Google tools, Webmastering, SEO (Search Engine Optimization) and Social-media.
- Conducted strategic sales and managed customer accounts (service, sales, billing) with internal and external customers.
- Developed computer data extracting and analyzing software tools to manipulate information in spreadsheets, databases and graphs to identify, research and resolve real issues from outliers.
- Created several data extraction-collection tools and statistic controls to meet customer's deadlines using Problem Solving and Statistical Process-Vector Analysis.
- Improved multiple production lines and process flows saving Companies' resources, money and time by conducting Root Cause Analysis, Failure Analysis and implementing Corrective Actions.
- Managed several production and manufacturing operations, handled all aspects of Product Engineering Projects including schedules, process changes, products releases and implementing solutions on time.

## *Education*

- ***B.S. in Physics Applied to electronics from University of Puerto Rico, M.B.A credits***
- ***Continuous Improvement, Statistical Analysis, Software***

## *Career Experience*

- **Publix Super Markets - Deli & Grocery Clerk (2004, 2006, 2017-Present)**
- **Best Buy – Customer Service and Sales Clerk (2018-Present)**
- **[Gordian.Market](http://Gordian.Market) - Social-Media Business and Business Referral Services Affiliate (2010-Present)**  
Webmaster, website developer and account maintenance.
- **AT&T - Customer Service for Call Center, Retail Sales and Marketing Specialist (2007-2016)**  
Account Management, Technical troubleshooting, Customer Relationship Management, Billing Services
- **Tropical Smoothie Cafe - Store Owner and Manager (2001-2007)**  
Managed crew productivity, hiring, payroll, schedules, sales, inventories, food preparation and serving, waste controls, marketing and advertising to increase sales by 37% building customer relationships.
- **Intellon, Dallas Semiconductor, VLSI Technology, Intel – Product Device Engineer (1984-2001)**  
Multiple job assignments and cross functional team work with Data Correlations, Product Development, Product Characterizations and Qualifications. Ownership for Production, Testing, Yield Improvement, Product Transfers, High Volume Manufacturing for components and wafer sort operations.