

OSCAR AVELLANEDA-CRUZ

OPERATIONS & TECHNOLOGY PROFESSIONAL · ANCHORAGE, AK

SUMMARY

Operations professional with 10+ years of experience across office management, accounting support, and technology administration. I notice things — where a process is quietly creating friction, where a team is missing a tool they don't know to ask for, where a system works on paper but not in practice. I'm comfortable moving between people and technology, and the most useful thing I can usually do is understand what's actually going on before jumping to a fix. My IT background means I can implement what I propose rather than hand it off, and the solutions I build are designed to keep working after I move on.

WORK HISTORY

2026 Present	Change Management Consultant Okiave Co. LLC	Anchorage, AK
2026	Office Manager & Coordinator PeopleAK LLC	Anchorage, AK
2024 2025	IT Manager Camp Fire Alaska	Anchorage, AK
2023 2024	Data Analyst & Operations Support Alaska Sales LLC	Anchorage, AK
2017 Present	Remote IT Support & Change Management Consultant Okiave Inc	Statewide, AK
2008 2011	Office Manager & Production Assistant Mishler Photography	Anchorage, AK

TECHNOLOGY & OPERATIONS DELIVERY

OFFICE TECHNOLOGY & EQUIPMENT MANAGEMENT

- 2026
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Present
- Designed a bank statement categorization system across 12 spending categories, enabling leadership to verify monthly totals against QuickBooks and track spending patterns across inter-account transfers
- Built a weekly AP report scoring clients and job types by cash flow favorability — cross-referenced net payment terms against vendor timelines to protect margins and reduce late fee exposure
- Led a 250+ vendor data enrichment project: corrected 15% of records, flagged active SaaS contracts for renegotiation, and captured membership history to support business development ROI tracking
- Managed 100+ devices across workstations, tablets, conferencing, and keycard systems; maintained proactive cert renewals for 30 after-school tablets to prevent childcare operation downtime
- Built a cell phone billing verification system that caught false international roaming charges; resolved a device allocation issue outside childcare licensing requirements by building a line-assignment tracking system

EQUIPMENT SETUP & INVENTORY MANAGEMENT

- Co-managed a sequenced Windows 10 → 11 rollout across 25+ workstations, coordinating around AP/AR and student registration workloads while maintaining QuickBooks Desktop, Lightroom Classic, and DaVinci Resolve compatibility
- Set up Clover POS for Alaska Sales pre-launch; established baseline inventory for replenishment orders; installed 20+ security cameras for an adult home care facility ensuring resident privacy compliance (Alaska Horse Ranch)
- Developed seasonal phone-prep blueprints for after-school staff transitions, reducing device setup time by 18 hours per changeover cycle

OPERATIONS CONTINUITY & COMPLIANCE

- Monitored dual-ISP redundancy for locally hosted business applications; maintained workstation patch schedules across deployment cycles to reduce security exposure
- Partnered with IT security vendors at Alaska Sales and Camp Fire Alaska for COPPA/HIPAA staff training, access audits, and process documentation
- Managed Acumatica ERP integrations (Shopify, payment gateway, AK sales tax configurations); audited 42 legacy devices, recovered undocumented admin accounts, and eliminated unused software subscriptions
- Built a network device inventory system to verify user-device alignment and support COPPA/HIPAA compliance by ensuring only authorized staff held access to privileged information

CONTACT

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Anchorage, AK

CORE SKILLS

Operations Management
IT Systems Administration
Process Automation
Agile / Scrum
Project Management
Data Analysis
Compliance — COPPA/HIPAA
Change Management

TOOLS & TECH

ClickUp Notion Obsidian
Claude AI QuickBooks
Acumatica Shopify
Clover POS Anaconda Python
iOS MDM Google Workspace
Lightroom

CLIFTONSTRENGTHS

Activator

Gets things moving. Doesn't wait.

Strategic

Sees the best path forward.

Learner

Picks up new tools quickly on the job.

Self-Assurance

Makes confident decisions under pressure.

Command

Steps up and keeps people on track.

ACHIEVEMENTS

2018 — Co-founded Akela Space, an arts and co-working venue for freelancers

2008 — Alaska Press Club Best Cover Award — portrait of Willey Hensley

WORKFLOW IMPROVEMENT & STAFF DEVELOPMENT

- Built a staff-and-device directory in Notion — backed up as markdown and visualized in Obsidian — giving the Director of Operations a real-time map of people, devices, and data access across staffing changes
- Mapped document lifecycles at Alaska Sales (orders → fulfillment) and Camp Fire (incidents → debrief) to close handoff gaps and support data privacy compliance
- Simplified domain email onboarding for younger staff; conducted weekly third-party app credential audits reported to the Director of Operations with pattern-tracking tags
- Provided remote phone troubleshooting for mom-and-pop grocery clients in rural Alaska communities without broadband, guiding non-technical staff through on-site diagnostics
- Built a Claude skill that let consultants search a local copy of the O*NET job database (v29) using plain-English questions — comparing skills and knowledge requirements between roles to sharpen job sourcing, improve candidate matching, and write better-targeted paid job ads on Indeed. Results pulled up automatically in Obsidian and could be exported to PDF through a shared team Claude project.
- **Process:** Built a weekly check-in routine using ClickUp and a custom-built workflow in Claude to review active projects, flag stalled work, and catch early warning signs — producing a one-page Weekly Operations Report for company owners
- **Outcome:** Reports drove development of a cross-departmental prioritization matrix and revealed a pattern of deadline slippage tied to unresourced work — giving leadership a clearer basis for scheduling and resourcing decisions

EDUCATION & CERTIFICATIONS

- 2024 ● **Data Science & Machine Learning**
MIT IDSS
- 2023 ● **ScrumMaster® Certified**
Agile Project Management
- 2020 ● **altMBA — Leadership & Business Strategy**
Seth Godin
- 2018 ● **Self-Promotion & Marketing**
Keatley Business School