

Contactar

forchiney@gmail.com

[www.linkedin.com/in/
edwinforchiney](https://www.linkedin.com/in/edwinforchiney) (LinkedIn)

Edwin Forchiney

Site Operation | HR Specialist | Talent Acquisition | HR Operations & Process Improvement | Invoice & Order Resolution | A/R & A/P Coordination | Collections | SAP Workflows | W9/POD Turnaround | Excel, SQL & PowerBi SME

Panamá, Panamá, Panamá

Extracto

Bilingual Operations & Analytics Professional with 20+ years of experience at Dell Technologies Panama, where I held roles spanning technical support, HR operations, workforce management (forecasting, scheduling, headcount), supply chain analytics, catalog management, and order processing. Industrial Engineering graduate from UTP, with certifications in CompTIA A+, DCSE, and Cisco Cybersecurity. Known for bridging technical and operational functions in multinational environments, delivering process improvements and data-driven insights across departments. Currently exploring new opportunities in HR operations, analytics, and business process roles.

Experiencia

Radius Global Solutions LLC

Representante del servicio de atención al cliente comercial

julio de 2026 - Present (1 mes)

Panamá

Bilingual Commercial Customer Service Representative specializing in the Telecommunications and Technology sector, with strong expertise in sales support, accounts receivable (AR), accounts payable (AP), billing, and quotation management. Serve as the primary commercial liaison for B2B and enterprise clients, handling the full cycle from price negotiation and quote preparation to invoicing, payment tracking, and collections.

Proactively monitor AR aging to reduce overdue balances, resolve AP discrepancies with vendors, and ensure accurate financial reconciliation. Identify upsell and cross-sell opportunities during client interactions, contributing to revenue growth while maintaining high customer satisfaction.

Tech Stack: SAP, Oracle NetSuite, Microsoft Dynamics 365, Zoho Invoice, FreshBooks, QuickBooks Online, Xero, DealHub AI, Proposify, PandaDoc, Square Invoices, and CRM platforms. Leverage these tools to streamline

order-to-cash and procure-to-pay processes, maintain precise financial records, and deliver data-driven insights to internal stakeholders. Committed to operational excellence, KPI achievement, and building long-term client relationships in a fast-paced BPO environment.

Alorica

Sales Sr. Analyst - ALORICA Panama
diciembre de 2025 - mayo de 2026 (6 meses)

Panamá

Corporate Sales Agent handling inbound and outbound calls for U.S.-based SMB clients, offering telephony and communications solutions. Responsibilities included new customer acquisition, account renewals, and sales support across the full customer lifecycle. Conducted all interactions in English with U.S.-based businesses across multiple industries.

Dell Technologies

21 años 4 meses

Panama Operations Sr Analyst (Demand and Supply Sr. Analyst) - Dell Panama

julio de 2021 - agosto de 2025 (4 años 2 meses)

Panamá

Panama Operations Senior Analyst responsible for a diverse portfolio spanning workforce management, facilities, billing and quotation, accounts receivable, operations analysis, HR recruitment, and executive engagement. Managed workforce operations including team scheduling, attendance tracking, attrition analysis, and forecasting for multi-channel contact centers (chat, email, phone) supporting Sales, Tech Support, and Customer Care teams. Engaged regularly with VPs and Directors to present operational insights, workforce trends, and strategic recommendations. Led cross-functional projects, coordinating with internal stakeholders to drive process improvements and operational efficiency. Managed facility operations including vendor coordination, office supplies, maintenance, and space planning. Processed billing and quotations for clients, ensuring accuracy in pricing, contract terms, and timely invoice delivery. Partnered with Accounts Receivable teams to resolve past-due accounts, payment discrepancies, and collections issues. Served as an HR Recruiter, managing end-to-end recruitment cycles for sales, operations, and administrative roles. Monitored KPIs, identified process improvement opportunities, and provided data-driven insights to leadership. Utilized SAP and internal systems for order management, billing, and reporting. Bilingual (English/Spanish) with strong

cross-functional coordination, stakeholder management, and executive presentation skills.

Global HR Operations Analyst - Dell Panama diciembre de 2017 - julio de 2021 (3 años 8 meses)

Panamá

- Maintained HR master data integrity across employee lifecycle systems for a multinational workforce, applying data governance standards to onboarding, status changes, and reporting.
- Audited HR transactional data and identified discrepancies through structured sampling, initiating rework to ensure compliance with internal data standards and regional regulations.
- Partnered with Talent Acquisition, Compensation, and HR Business Partners to translate business needs into data quality checks and reporting frameworks.
- Documented processes and technical procedures in clear English/Spanish, enabling consistent execution across regional teams.

Call Center Analyst — Dell Technologies Panama abril de 2016 - noviembre de 2017 (1 año 8 meses)

Panamá

- Delivered 8+ performance dashboards spanning call volume, SLA adherence, productivity, quality, and escalation patterns across a 100+ agent operation — the exact reporting muscle required to monitor and hold a 95% billing service-level target.
- Drove development of a performance reporting framework adopted as the Panama call center site standard, eliminating manual reporting and recovering 5+ hours of leadership time per week — the continuous-improvement instinct that flags recurring billing exceptions before they become past-due situations.

Sales Operations Analyst — Dell Technologies Panama enero de 2014 - diciembre de 2016 (3 años)

Panamá

Sales Operations Analyst responsible for end-to-end sales support, billing and quotation processing, accounts receivable resolution, and executive reporting for Dell Technologies Panama. Served as a key liaison between Sales, Finance, and Operations teams, ensuring seamless order-to-cash processes for commercial and enterprise clients. Processed complex quotations and billing documents, ensuring pricing accuracy, contract compliance, and timely delivery of invoices to SMB and Fortune 500 customers. Partnered with Accounts Receivable to resolve past-due accounts, payment discrepancies, and collections issues, reducing outstanding AR by [X]%. Delivered

comprehensive sales performance reporting to VPs, Directors, and cross-functional stakeholders, providing data-driven insights on pipeline health, revenue trends, and operational efficiency. Acted as a subject matter expert on sales processes, systems, and workflows, advising sales teams on best practices and resolving order exceptions. Utilized SAP and CRM tools to manage order queues, update customer records, and ensure data integrity. Developed and maintained dashboards in Excel and Power BI to track KPIs, forecast accuracy, and team performance.

Catalog Manager — Dell Technologies Panama
octubre de 2010 - diciembre de 2013 (3 años 3 meses)
Panamá

Managed catalog operations, pricing administration, customer quotations, billing processes, and accounts receivable for Dell Technologies Panama. Coordinated commercial and financial operations while ensuring pricing accuracy, timely invoicing, payment follow-up, and compliance with internal policies. Collaborated with sales, finance, and customer support teams to improve operational efficiency and deliver high-quality service to business customers.

Key Responsibilities

Managed commercial catalog and pricing administration.
Prepared customer quotations for enterprise and commercial clients.
Processed billing and invoice generation.
Monitored accounts receivable and payment collections.
Coordinated with finance and sales teams to resolve billing discrepancies.
Maintained pricing accuracy and contractual compliance.
Supported operational reporting and process improvements.
Delivered high-quality customer service while meeting SLA and business objectives.

Customer Satisfaction Coach — Dell Technologies Panama
julio de 2008 - septiembre de 2010 (2 años 3 meses)
Panamá

- Audited customer-interaction quality across 20+ technical support agents using sampling and CSAT trend data, identifying recurring root causes of dissatisfaction.
- Designed structured feedback loops and coaching programs that reduced repeat-contact rates by approximately 15%.
- Documented best-practice coaching procedures formally adopted by Dell Panama site leadership as team-wide standards.

Technical Support Analyst — Dell Technologies Panama
mayo de 2004 - julio de 2008 (4 años 3 meses)

Panamá

- Delivered bilingual technical support for Dell hardware and software, building foundational discipline in root-cause troubleshooting, case documentation, and policy adherence.
- Recognized as a top performer on productivity and quality metrics, earning promotion into coaching and operations roles

Educación

Universidad Tecnológica de Panamá
Ingeniería Industrial