

SR

OFFICE OF THE GOVERNOR

2024 FEB 22 AM 10:38

STATE OF OHIO

Executive Department


OFFICE OF THE GOVERNOR

Columbus

I, Mike DeWine, Governor of the State of Ohio, do hereby appoint Manuel Lopez Ramirez, from Springfield, Clark County, Ohio, as a Member of the Commission on Hispanic-Latino Affairs for a new term beginning December 22, 2023 and ending at the close of business October 7, 2026, replacing Manuel Lopez Ramirez, whose term expired.



IN WITNESS WHEREOF, I have hereunto subscribed my name and caused the Great Seal of the State of Ohio to be affixed, at Columbus, this 22nd day of December in the year of our Lord, Two Thousand and Twenty Three.


Mike DeWine
Governor

MANUEL LOPEZ RAMIREZ, MBA, PMP

Springfield, OH 45504 · 937-207-8904

manuelohio@hotmail.com · <https://www.linkedin.com/in/ManuelLopezR>

Experience and integrity-driven IT project manager professional with expertise in Legal business industry. Experienced collaborating with cross functional teams within a global organization. Instrumental in improving processes, risk, change and project management within the Customer Support organization.

EXPERIENCE

APRIL 2020 – CURRENT

GLOBAL CUSTOMER SUCCESS SPECIALIST, LEXISNEXIS

- Providing seamless customer experiences across the Global Customer Success organization, while streamlining processes and collaborating across functions. Leading cross-functional teams across multiple departments including Sales, Product, Technology, Marketing, and others, representing the interests of both our customers and the Global Customer Success organization. The CSS acts as conduit of information between Global Customer Success and the Product Management.
- Project Management and integration in the following platforms: Appian, Oracle Cloud, Nice inContact
- Automation Practitioner
- Green Belt certified
- Business Analyst
- Product Development
- Change Management Certified
- Agile Mindset
- PMP certified

APRIL 2019 – CURRENT

OHIO LATINO AFFAIRS COMMISSION CHAIRMAN COMMISSIONER, STATE OF OHIO

- The Board of Commissioners is the body in which rests the statutory responsibility and authority of the agency. It is comprised of eleven members appointed by the Governor. Each commissioner serves for a three-year term and may be reappointed to serve additional terms. The terms of office of the commissioners are staggered so that approximately one-third of seats on the board is open for appointment/reappointment each October.

JULY 2018 – APRIL 2020

CUSTOMER SUPPORT LIAISON, LEXISNEXIS

- Ensure Change Management efforts within our Contact Center organization serving as coordinating across multiple departments in the global organization.
- Organize and execute projects across departments such as our overseas Contact Centers, Marketing, Sales, Development and Product Management.
- Experience with Automation, BPMS (Appian) and Salesforce projects.
- Improved Customer Satisfaction via Net Promoter Score (NPS) and CSAT analytics by determining quality impacts and mitigation plans.

- Teamed with the development of a Shared Services overseas and Joint Ventures by providing expertise with telephonic systems, Case Management, Product Management, Project Management and Leadership for a successful execution.
- Partner with business entities, such as, Product Development, Marketing, Sales, Alliances, LN partners and subsidiaries.
- Performed root cause analysis and product defects and improvement.
- Onsite IT Subject Matter Expert and trainer at the *Manila, Philippines* (REPH) office. Managing & training staff supporting different LexisNexis products and technologies, such as: Legal online Research Content, Network/Client software, Practice Management and Back Office Accounting software (CounselLink and PCLaw).
- Business Analyst for the Customer Support department (BI Unscripted, Tableau, raw data manipulation, SharePoint and spreadsheets).
- Interview internal and external candidates for Customer Support & Technical Support positions.
- Training and coaching CS telephonic and network tools to support customers.
- Initiates projects based on business needs and staffing in the US and the REPH.
- Change and Risk Management.
- Software testing and UAT

APRIL 2020 – CURRENT

BOARD MEMBER, EL PUENTE LEARNING CENTER – DAYTON, OHIO.

- Board member serving the Hispanic community in the Dayton area and surroundings.

JULY 2008 – CURRENT

PRESIDENT, DEL PUEBLO, INC

- Provide leadership and served as ambassador for Del Pueblo, Inc.
- Oversight of projects, marketing, grants, contracts and fundraising activities.
- Develop partnerships with local schools, businesses and learning centers to implement after-school programs for Hispanic students.
- Expanded and managed the community outreach program “La Conexion”.

MARCH 2011 – JULY 2018

DECISION SUPPORT, TRAINING & KNOWLEDGE MANAGEMENT FLEX, LEXISNEXIS

- Overseas Subject Matter Expert (SME) IT Trainer – Manila, Philippines.
- Interview internal and external candidates for Customer Support positions.
- Onsite Subject Matter Expert IT trainer at the *Manila, Philippines* office. Managing & training staff supporting different technologies, such as: Legal online Research Content, Network/Client software and Practice Management Accounting software (PCLaw).
- Training and coaching CS telephonic and network tools to support customers.
- Business Analyst and forecasting call volume for the Customer Support area.
- Initiates projects based on business needs and staffing in US and Philippines.
- Manage and maintain internal and external Knowledge Management/Support sites for the company.
- Coordinate with the US base office to assist the opening of the new Manila office, with responsibilities such as: Performing Avaya phone systems implementation and tests, in addition to Network Infrastructure environment testing.
- Developed and managed training curriculum for six new hiring waves at the Manila office, including mentoring and development of onsite trainers.
- Performed software Beta testing and providing critical feedback for product development that resulted in clean product updates and point releases.

EDUCATION

OCTOBER 2019

PROJECT MANAGEMENT PROFESSIONAL (PMP), PROJECT MANAGEMENT INSTITUTE

JANUARY 2011

MASTER OF BUSINESS ADMINISTRATION, MBA, FRANKLIN UNIVERSITY

JANUARY 2004

MANAGEMENT INFORMATION SCIENCES, MIS, FRANKLIN UNIVERSITY

JUNE 2002

A.A IN NETWORKING ADMINISTRATION, CLARK STATE COMMUNITY COLLEGE

JUNE 2001

A.A IN INFORMATION TECHNOLOGY, CLARK STATE COMMUNITY COLLEGE

SKILLS

- PMP Certified
- Six Sigma Yellow belt certified
- Customer Experience Business Analyst
- Marketing
- Project Management
- Customer Service Management
- International Business / Real Estate / Construction
- Business Law
- Accounting
- Technical writing
- Microsoft Office

CONTACT CENTER TECHNOLOGIES

- NICE inContact
- Salesforce
- Appian
- 3CX
- Avaya
- Oracle Service Cloud
- Jira

LANGUAGES

- English
- Spanish
- Tagalog

ACTIVITIES

- Over a decade volunteering to non-profits advocating to social issues and advancing education, taking leadership positions at different nonprofit organizations and organizing community events to raise scholarship money.

- Webmaster of www.latinodayton.org a community website to promote inclusion and diversity to the local community.
- Leadership of Hispanic organizations promoting education, career advancement and social justice to the community at large.

GOVERNOR'S APPOINTMENTS TO BOARDS AND COMMISSIONS

Appointment Date: 12/22/2023

Name of Appointee: Manuel Lopez Ramirez

Address: 1701 Crestview Dr
Springfield, OH 45504
Clark County
(H):
(W):
(M): 9372078904
(E): manuelohio@hotmail.com

Name of Commission: Commission on Hispanic-Latino Affairs
Lilleana Cavanaugh, MBA, CPM, Executive Director
(614) 466-8370
(614) 551-5796
18th Floor, Riffe Center
Columbus, OH 43215
(P): (614) 466-8333
(Fax): (614) 466-8333
(E): lilleana.cavanaugh@ochla.state.oh.us

Term Begins: 10/8/2023
Term Ends: 10/7/2026
Party Affiliation: Republican
Senate Confirmation: Appointed by the Governor, confirmed by the Senate
Financial Disclosure: Public disclosure required
Vice: Manuel Lopez Ramirez

