

Juan Sifuentes

Profile

Dedicated operations manager and effective leader who excels and successfully streamline operations and increase productivity. Assertive, enthusiastic, with extensive knowledge of records management, talent acquisition, on-boarding, supervising, training, leading, and budget management. Excellent customer service skills with 15+ years resolving complex customer inquiries.

Experience

OFFICE SERVICES AND FACILITIES MANAGER, ILLINOIS MUNICIPAL RETIREMENT FUND **(NOVEMBER 2023 – CURRENT)**

- Plan, direct and coordinate activities that maintain IMRF facilities and manage activities that include record keeping, mail distribution, print operations and office upkeep.
- Responsible for managing the activities of the Records Unit, Mail Center, Digital Print Center and Facilities Maintenance.
- Responsible for short and long-term operational strategy for the department.
- Responsible for hiring, performance management, terminations, promotions and training/development for all office services staff.
- Plan, coordinate and supervisor the work of 16 employees.
- Manage the activities of the records retention officer.
- Act as the primary liaison with building management.

COURT AND OFFICE OPERATIONS MANAGER, KANE COUNTY CIRCUIT CLERK **(APRIL 2018 – NOVEMBER 2023)**

- Recruit and follow up with training for all new employees within the department.
- Coordinate recruiting, hiring and onboarding process by performing background checks, conducting interviews, and facilitating orientations (April 2018 to February 2021).
- Participate in employee selection for the team and implement the training plan for employees.
- Prepare annual budget for two departments and continue to monitor budget throughout the year.
- Monitor records procedures to ensure quality, standardization and efficiency and put recommended changes into effect.
- Train personnel on procedures within the areas of responsibility.
- Implement new procedures due to law updates
- Monitor employee productivity and optimize procedures.
- Develop short- and long-term goals for the two departments and ensure that they are aligned to the overall goals of the office.
- Plan, coordinate and supervise the work of 55 employees.
- Manage the activities of the four supervisor and one assistant operations manager.
- Oversee call center and customer service counter resolving complex customer inquiries.

SENIOR SUPERVISOR, KANE COUNTY CIRCUIT CLERK
(2012- MARCH 2018)

- Records management, ensuring that clerks are following the records/data entry procedures.
- Oversee 65 employees, three departments and directly supervisor five supervisors.
- Hold monthly employee training meeting to provide feedback and ensure everyone is on the same page.

FAMILY SUPERVISOR, KANE COUNTY CIRCUIT CLERK
(2010-2012)

- Supervise a department of 14 employees.
- Cross trained the department to fully gain flexibility.

ASSISTANT FAMILY SUPERVISOR, KANE COUNTY CIRCUIT CLERK
(2008-2010)

- Supervise a department of 14 employees.
- Cross trained the department to fully gain flexibility.

ASSISTANT CRIMINAL SUPERVISOR, KANE COUNTY CIRCUIT CLERK
(2004-2008)

- Assist with the supervision of 30 employees.
- Assist with the training of new employees.

DEPUTY CLERK, KANE COUNTY CIRCUIT CLERK
(MAY 2000 - 2004)

- Data entry
- Clerk the courtrooms

VOLUNTEER

East Aurora School Board Member District 131

(April 2019 through April 2027)

Education

BACHELOR OF SCIENCE IN BUSINESS MANAGEMENT | DECEMBER 2020 | NATIONAL LOUIS UNIVERISTY CHICAGO

ASSOCIATE IN ARTS IN BUSINESS | JULY 2018 | WAUBONSEE COMMUNITY COLLEGE, SUGAR GROVE, ILLINOIS

Skills & Abilities

- Bilingual
- Records management
- Data Entry
- Excellent Customer Service
- Ability to work under pressure
- Excellent interpersonal and communication skills
- Leadership skills
- Technical Support