

Alejandro Bay

New York, NY | alejandrobay23@gmail.com | [LinkedIn](#) | portfolio: alejandrobay.com

SUMMARY

A self-thought software developer with a strong foundation in computer science and a background in business analysis and operations management. Expertise in developing web applications using the MERN stack (MongoDB, Express, React, Node.js), and a passion for creating robust and scalable applications that meet the unique needs of each client. Looking for a career change to pursue my passion for building applications and working with high-performance teams.

WORK EXPERIENCE

Wildlife Conservation Society

New York

Operations Manager

Mar 2018 - Present

- Streamlined operations by implementing new processes and procedures resulting in a 19% revenue increase over 24 months, through efficient resource allocation, staff training, and continuous improvement initiatives.
- Led the development of a web application for inventory control and KPI measurement, generating critical metrics such as purchasing to sales percentage and revenue figures. This software-based solution resulted in a 15% reduction of processing time for inventory management tasks.
- Successfully initiated plans to introduce additional software-based solutions to the organization with an estimated ROI of \$1.5M within the first year. Developed project plan timelines, identified resources required for implementation, secured stakeholder buy-in resulting in successful delivery ahead of schedule.

Sanofi

Caracas, Venezuela

Business Support Coordinator

Jun 2010 - Sep 2015

- Developed and trained a top-performing sales team by creating and implementing effective performance measurement tools, resulting in an increase in overall productivity by 20%.
- Generated executive reports detailing KPI metrics to provide data-driven insights to the leadership team for decision-making, resulting in a 15% revenue increase within the first quarter.
- Analyzed sales data using advanced statistical techniques to identify gaps in current processes, presenting actionable recommendations that led to a 10% improvement in sales performance nationwide.

Atento

Caracas, Venezuela

Business Support Sr. Analyst

Sep 2007 - Jun 2010

- Developed and executed targeted inbound sales campaigns for Telefonica and Citibank, resulting in a 15% increase in leads generated and a 10% increase in conversion rates.
- Analyzed sales data to identify untapped growth opportunities, leading to the implementation of new cross-selling tactics that resulted in \$1M in incremental revenue.
- Collaborated with cross-functional teams to streamline lead management processes and implement new CRM technology, resulting in a 20% reduction in sales cycle time.

ADDITIONAL EXPERIENCE

**Freelance Web Developer 2022 - Present | Data
Analyst Consultant WCS 2020- Present |**

EDUCATION

**New Professions Technical Institute
Bachelor of Science in Computer Science**

**Caracas, Venezuela
Nov 2014**

SKILLS & INTERESTS

Skills

**English and Spanish, JavaScript | Reactjs |
Tailwindcss | MongoDB | Express | Redux |
Firebase | Adobe Creative Suite (Photoshop,
Premier Pro, Animation, Audition). Microsoft
Office (Excel, Word, PowerPoint, Project)**

Interests

**Content Creator on YouTube, starting my
journey on Unity and C# for Indie Game
Development and Building Web Applications
with new technologies. Nextjs - Typescript.**