

[agustinsantos880@gmail.com](mailto:agustinsantos880@gmail.com) · [/in/agustin-santos880/](https://github.com/agustin-santos880) · [agustinsantos880.github.io](https://agustinsantos880.github.io) · (+54) 2245 517363

# AGUSTÍN SANTOS

## IT Consultant and Digital Communicator

+1 years experience working as an IT Consultant. Graduated in Digital and Social Communication from the National University of La Plata, specializing in the analysis of information and communication technologies. My focus is on actively participating in the survey and analysis of functional processes, in order to solve problems and maintain effective systems.

## MOST RECENT WORK EXPERIENCE

### IT Consultant in Accounting Study

April 2022 - May 2023 [La Plata, Argentina]

#### RESPONSIBILITIES

- Support the problems in the system and make different enhancements to improve the speed and flexibility of the business
- Work with the team to deliver new features and improvements to the platform with the Scrum methodology
- Active communication with the client to understand what their requirements are to deliver a proper solution

## SKILLS

- |                 |                   |                 |
|-----------------|-------------------|-----------------|
| • Communication | • SOQL            | • Sales Cloud   |
| • Salesforce    | • Apex            | • Service Cloud |
| • Fast Learner  | • Problem-solving | • Flexibility   |

## SALESFORCE PROJECTS

### Development Application for Human Resources teams

I developed a HR application in Salesforce to optimize team management in the recruitment process. This application allows you to record job offers, manage applications, and carry out a detailed follow-up of all the interviews that candidates conduct, offering an intuitive and efficient interface to improve the effectiveness of the recruitment and selection process. This app was designed in a Trailhead playground with the standard contact object offered by the Salesforce platform.

### Dashboard Design and Development for Sales teams

I designed and developed a Salesforce home page specifically for sales teams, providing instant access to key metrics through a series of dynamic reports. This page allows sales managers to visualize important information about potential customers and business opportunities by dynamically filtering data. In addition, I created panels and visual graphs to improve the understanding and ease of analysis of information, thereby optimizing strategic decision-making in the sales team.

## EDUCATION

### **Bachelor Degree in Social Communication** at National University of La Plata

2020 - current [La Plata, Argentina]

### **Higher University Degree in Social Communications** at National University of La Plata

2020 - 2024 [La Plata, Argentina]

### **Higher University Degree in Digital Communications** at National University of La Plata

2020 - 2022 [La Plata, Argentina]

## ENGLISH EDUCATION

### **Cultural inglesa de Buenos Aires**

2011 [Dolores, Argentina]

## CERTIFICATIONS

### **Scrum Fundamental Certified (SFC)**

2024 [La Plata, Argentina]