

ALEJANDRO ZÁRATE

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ABOUT ME

Track record of success in solving problems using analytical skills, increasing efficiency and achieving goals. Proven quick learner and self-motivated individual, eager to bring my skills to help reach your company's goals.

EXPERIENCE

HR Assistant, Disabilities and Leaves (seasonal) | Amazon (Remote)

SEPTEMBER 2021 – FEBRUARY 2022

Managed employee leaves and disabilities communication effectively through calls, emails, and chats resulting in high customer satisfaction.

- Consistently exceeded performance goals, resulting in a 20% increase in customer satisfaction ratings (96% total).
- Successfully handled high volume of calls and requests with high degree of accuracy and professionalism.
- Served as mentor and trainer for new hires, resulting in a smooth onboarding process and a high retention rate of the new employees

Machine Learning Assistant | Amazon (Remote)

JULY 2022 – JANUARY 2023

Contributed to the development of cutting-edge technology for Just Walk Out stores by providing valuable feedback on the physical stores' A.I.

- Successfully identified and disputed more than 50% of false predictions made by the AI, resulting in a significant reduction in incorrect charges for customers at the JWO stores.
- Met and exceeded performance targets, resulting in a 30% overall AI performance.
- Expertly reviewed 100+ videos providing accurate data to improve AI performance.

SKILLS

- Attention to detail
- Language proficiency (English C2 - Spanish Native)
- Eager to learn
- Great communication skills
- Empathy
- Proactive