

# ALFONSO CAL Y MAYOR

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## RESUME OBJECTIVE

- Results-driven professional with +5 years of sales, administration, retention, consistently exceeding targets and development experience delivering exceptional customer satisfaction. I've been part of teams that exceeded expectations and gave results and solutions. I have knowledge and experience in database management and creation, as well as in web development, in addition to the banking and financial sector.

## WORK EXPERIENCE

### Customer service

2024

Freedom bikes

*Vancouver, Canada*

- Organization of the inventory
- Customer service in British Columbia
- Cash flow administration

### Banker

2019 –2023

BBVA Bank

*Mexico*

- Fostering positive relationships with consumers and teammates via phone calls and emails, responding to voicemails.
- Maintaining a thorough understanding of the financial products, inside and out, in order to answer questions regarding products, solutions and prices.
- Serve and manage over 80 corporate accounts. Administrating, selling financial products, and granting financial credits for them.
- Constant presentation of the analysis based on those accounts and their performance.
- Reduced the delivery time of the studies by 40%.
- Reviewing and entering data information into the appropriate databases.
- Due to the high diversity of segments of the enterprises owners of the accounts and the analysis of them, I have a wide knowledge of several industries such as agriculture, real state, car dealership, etc.
- Provided excellent customer service in-person and over the phone, often generating repeat sales from satisfied customers.

### Office assistant

2017 –2019

Farrera Motors

*Mexico*

- Researching, collecting, entering, and documenting data and administration policy, and data access rules.
- Create over 200 expedients of the clients.
- Create and evaluate excel reports which would later be presented to the managers.
- Helping the head accountant in general administrations and monthly reports.
- Handling customer complaints by providing solutions within a day to ensure the customer is satisfied.
- Administration of the office schedule (Jane App).

### Web developer

2024

DEVBOX

*Mexico*

- Assisted in developing more than 10 apps for private and public organizations.
- Wrote part of the back-end of applications using Django and Python.
- Wrote part of the front-end of applications using HTML and Python.
- Contributed to building the databases for the apps.
- Reduced delivery time by 20%.

## KEY SKILLS

- **Spanish** | Native
- **English** | Advanced
- **Computer literacy**
- **Microsoft Office** | Advanced
- **Proactive**
- **CSS**
- **JAVA**
- **DJANGO**
- **PYTHON**
- **Databases**
- **HTML**
- **Project management**
- **Power BI – Tableau**
- **Adobe package**
- **Teamwork**
- **Video edition**
- **Image edition**
- **Attention to detail**
- **Administrative support**
- **Resolving conflict**
- **Proficient writing**
- **Problem-solving**
- **Time management**
- **Agenda management**
- **Communication**
- **Interpersonal skills**
- **Strong organization**

## EDUCATION

### **Applied Data Analytics Certificate, ADAC**

2 years

BRITISH COLUMBIA INSTITUTE OF TECHNOLOGY (BCIT)

**2023 - present**

Vancouver, Canada

### **Bachelor's Degree | Financial accounting**

4 years

Anáhuac Mayab

**2015 - 2019**

Mérida, Mexico

## MORE EDUCATION

### **Investment strategy advisor - FIGURE 3**

Asociación Mexicana de Inversores Bursátiles

**2019**

### **Python and Django Full Stack Web Developer Bootcamp**

Udemy

**2024**

### **Foundations of Project Management**

Coursera – certified by Google

**2023**

### **Foundations: Data everywhere**

Coursera – certified by Google

**2025**

### **Microsoft excel advanced**

British Columbia Institute of Technology

**2023**

### **MS Power BI**

British Columbia Institute of Technology

**2024**

### **Relational Database & SQL**

British Columbia Institute of Technology

**2023**

### **Visual Analytics with Tableau**

British Columbia Institute of Technology

**2024**

### **Python for Data Analysis**

British Columbia Institute of Technology

**2023**

### **Data Quality Improvement**

British Columbia Institute of Technology

**2024**

### **Statistics for Data Analysis**

British Columbia Institute of Technology

**2024**

### **Internet and IT Law**

British Columbia Institute of Technology

**2024**

### **Advc Statistical Techniques for Data Analytics**

British Columbia Institute of Technology

**2024**

### **Data Analytics**

British Columbia Institute of Technology

**2024**