CONTACT

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🏠 Guadalajara, Jalisco.

in Bryan Quezada Vásquez

LANGUAGES

Spanish	Native
English	Proficient C1
German	Beginner A1

TECH SKILLS

MS Excel	■ ■ ■ ■ ■
Visual Basic	■ ■ ■ ■ ■
HTML/CSS	■ ■ ■ ■ ■
C/C++	■ ■ ■ ■ ■
JavaScript	■ ■ ■ ■ ■
Git	■ ■ ■ ■ ■
Python	■ ■ ■ ■ ■
SQL	■ ■ ■ ■ ■

SOFT SKILLS

Leadership

Teamwork

Time Management

Problem-solving

Adaptability

Communication

BRYAN ALEJANDRO QUEZADA VASQUEZ

SOFTWARE DEVELOPER ENGINEER

Workforce administrative with 2+ years of experience skilled in data analysis, planning projections, dashboard development, problem solving (RCA), real time activity and KPI's.

Well-organized with exceptional analytical skills, professional with the ability to manage multiple projects, rises to the challenges under pressure and within deadlines as an exemplary leader.

PROFESSIONAL EXPERIENCE

Workforce Coordinator | Teleperformance 2021 - Present

I supervise the employees within the workforce department, I coordinate with other managers to determine areas that need attention and administer new training plans for the organization.

Forecast Specialist | Teleperformance 2020 - 2021

I created from scratch to finish forecasting models using data collection, data analysis, and statistical tools. At this point I was able to provide long term staffing projections based on call arrival patterns.

Mission Control | Teleperformance 2019 - 2020

As a part of a team, I oversaw reporting tasks. Here I designed different types of excel reports and dashboards useful to report KPI's for one of the biggest FinTech companies.

Supervisor | Teleperformance 2018

I had a 20 people team for one of the biggest banks in US, where my responsibility was to develop high-performance leaders by managing soft skills and providing learning opportunities and taking corrective actions.

EDUCATION

Mechatronics Engineering 2017 - 2021

Centro de enseñanza técnica industrial (CETI Colomos)

Electronics Technologist 2013 - 2017

Centro de enseñanza técnica industrial (CETI Colomos)

COURSES

Generation | Java Full-Stack Development 2021

Bootcamp that involves learning Java, HTML5, CSS3, MySQL, to build an entire web app. At the end of this course, it is required to present a web app fully developed with a team we formed.

Lean Six Sigma | White Belt 2021

First level of certification that provides information about Six Sigma basic concepts.