

CARLOS ALEJANDRO CASTRO LOPEZ

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WORK EXPERIENCE

BUSINESS COMPETITIVENESS SPECIALIST | SALVADOREAN TOURISM CORPORATION (CORSATUR)

APRIL 2022 – JANUARY 2023 (10 MONTHS)

- Part of my tasks were the elaboration of procedures, contingency plans and training plans for small and medium size businesses related to tourism. For any national project that involved third parties, I was given the administration of the contract and agreements document, endorsed by the Ministry of Tourism Office, CORSATUR Executive Manager and Planning & Business Competitiveness Manager.
- I was also involved, along with the Quality Manager, in the data entry, monitoring and control of our department KPI, according to the ISO 9001:2015 System.

QUALITY SPECIALIST | SALVADOREAN TOURISM CORPORATION (CORSATUR)

AUGUST 2021 – MARCH 2022 (8 MONTHS)

- Worked along with the Salvadorean Normalization Organism on the COVID-19 Biosafety Protocol implementation for small and medium size businesses, while helping businesses elaborate and implement procedures and contingency plans. Out of this project, we successfully implemented and certified 67 businesses on a national level.
- I received training as an ISO 9001:2015 Audit and oversaw handling and updating procedures and documents following the requirements of ISO 9001:2015 for the Quality Management System.

MARKET INTELLIGENCE INTERN | EXPORT AND INVESTMENT PROMOTION AGENCY OF EL SALVADOR (PROESA)

FEBRUARY 2021 – APRIL 2021 (3 MONTHS)

- I gave assistance in gathering, classifying, and filtering data obtained from internal business reports for the creation of a business contact database.

DIGITAL & MFS INTERN | MILLICOM (TIGO)

JANUARY 2020 – NOVEMBER 2020 (11 MONTHS)

- My daily tasks were the data entry, filtering, and classifying of around 700 to 1,200 customer contracts while giving customer service support using a dedicated ticketing system. Related to these tasks was the database maintenance and cleanup of any account suspended or blocked.



EDUCATION

MASTER OF BUSINESS ADMINISTRATION |

BIRCHAM EXECUTIVE COLLEGE

JANUARY 2022 – 8 MONTHS (PAUSED)

INDUSTRIAL ENGINEERING |

UNIVERSIDAD DR. JOSE MATÍAS DELGADO

AUGUST 2014 – AUGUST 2021



LANGUAGES

- Spanish
- English
 - Highschool Diploma | Josue Christian School & Oral Roberts University.
 - EF SET English Certificate – C2 Proficient



PROFESSIONAL SKILLS

- **Office 365:**
 - Excel (Advanced), Word, PowerPoint, Teams, SharePoint, Visio
- **Google G Suite:**
 - Spreadsheets, Gmail, Drive, Meet, Docs
- **Front End Web Development (in progress):**
 - HTML, CSS, JavaScript, Figma
- **Community Management**
 - Video and Audio Editing: Davinci Resolve, Ableton Live, Logic Pro X.
 - Social Media: FB, WA, IG, Twitch, Discord.



PERSONAL SKILLS

- Teamwork
- Organized
- Fast Learner
- Self-driven
- Commitment
- Curious



CERTIFICATES

FEPADE | Quality Management ISO 9001:2015 Level 4: "Evaluation Management and Performance Improvement.

MULTISERVICIOS EMPRESARIALES | Training: Internal Auditor of the Quality Management System.

V&M QUALITY, S.A. de C.V. | Nonconformities, Cause Analysis, and corrective actions applied to Management Systems.