Carlos Olivella

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EDUCATION

New York University, New York, NY | GPA: 3.96   May 2023
    Degree :   Master of Science in Management & Systems | *Concentration:* Database Technologies
    Coursework: Project Management, Finance, Data Analytics, Database Design, Web Applications, Marketing

Universidad de los Andes, School of Law, Bogota, Colombia | GPA: 3.48   April 2020
    Degree: Bachelor of Law
    Coursework: Finance, Labor Law, Commercial Law, Corporate Law, Commercial and Financial Agreements

PROFESSIONAL EXPERIENCE

Kaseya (IT & Cybersecurity Software), *Enterprise Account Manager*, Miami, FL   June 2023 – Current
- Successfully manage a portfolio of 50+ clients, driving over USD $100k in expansion through strategic upsells and cross-sells across a diverse range of 40+ information technology and cybersecurity solutions.
- Establish a trusted advisor relationship with our customers by driving product adoption and managing escalations, thereby increasing retention and long-term satisfaction.

NYU Stern School of Business, *Data Analyst,* New York, NY   February 2022 – June 2023
- Spearheaded a project to collect and analyze data on 2000+ student appointments using Python, Excel, and Tableau, resulting in a 13% increase in student satisfaction with our Peer Mentorship Program.
- Processed and analyzed first destination survey data on 600+ senior students using Pandas and Excel for submission to yearly U.S. News rankings, resulting in the identification of a 7% increase in average salary and a 6% increase in job placements.
- Managed a group of 40 senior students during the implementation of targeted mentoring programs for at-risk students, resulting in a 20% increase in student participation in our Peer Mentorship Program.

Mercadolibre (Ecommerce Marketplace), *Associate,* Bogota, Colombia   April 2021 - August 2021
- Advised internal finance and marketing teams in the incorporation of the company's financial services and payments branch.
- Led a project to streamline the response to requirements from government authorities on business modeling, strategy, transfer pricing, and consumer rights, resulting in an 85% reduction in fines imposed on the company.
- Prepared marketplace vendor agreements, terms & conditions, and privacy policies resulting in an increase of 200+ new vendors on our e-commerce marketplace.

Holland & Knight (Law Firm), *Associate*, Bogota, Colombia   March 2020 - April 2021
- Counseled national and international clients in the review and negotiation of service provision and purchase & sale agreements, as well as statutory reforms, in order to optimize performance.
- Advised a construction company in a judicial proceeding, which led to the recognition of US $3 million in tax benefits.

PROJECTS
- Leveraged R and Google BigQuery to improve customer segmentation strategies for a fitness smartwatch company by identifying opportunities for targeting underweight customers.
- Developed a stock performance tracking app with CRUD functionality using Python, Flask, and SQL, showcasing excellent project management skills and technical expertise.
- Created a MySQL database for sales data and connected it to a Python-based Plotly Dash dashboard, enabling visualization of key sales metrics for better account management and decision-making.

SKILLS & LANGUAGES

Technical Skills: Office 365, Salesforce, SQL, Python (Pandas, Matplotlib, Flask), Tableau, R, HTML, Visual Studio Code
Certifications: Google Data Analytics Professional Certificate, IBM Data Science Professional Certificate
Languages: English (native) • Spanish (native)