



CONTACT

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PROFESSIONAL SUMMARY

Shift Manager with strong organizational skills and attention to detail. Exhibit authoritative and fair leadership qualities. Friendly and calm demeanor. Excellent communication and customer service skills. Display efficiency and strong time-management skills. Skilled team player with strong background in sales environments. Works well independently to handle assignments and always ready to go beyond basics assignments. Quick learner with good computer abilities.

SKILLS

- Schedule development
- Schedule oversight
- Develop employee knowledge
- Evaluate user requirements
- Teamwork
- Debug software
- Coordination
- Multitasking
- Python
- Java
- HTML
- Microsoft Suite

EXPERIENCE

SUPERVISOR Jan 2019 - Dec 2020

Concentrix Colombia, Bogota, CO

- Planned and published the production schedule and ensured that required staffing and resources were available to meet production goals.
- Tracked labor, sales, and inventory and managed operations to maximize returns.
- Managed employee performance through disciplining, coaching, and counseling.
- Coordinated work handoffs and schedules with other Shift Managers.
- Supervised hourly and temporary personnel, providing work direction and reviewing work processes.
- Developed employees to improve their knowledge bases, increase team value and improve leadership potential.
- Coordinated resources and schedules to meet targets and achieve Sales metrics.

SUPERVISOR Jan 2018 - Dec 2019

Teleperformance Colombia, Bogota, CO

- Assigned tasks to team members based on individual strengths and promoted teamwork-driven environment to meet goals.
- Worked with quality control and compliance teams to achieve full compliance with regulations and metrics.
- Coordinated work hand-offs and schedules with other Shift Managers.
- Assisted General Manager in administering policies and practices in areas such as human resources, compliance, safety, and quality assurance.
- Forecasted expected demands and created plans to accomplish objectives while maintaining budgets and maximizing employee satisfaction.
- Oversaw day-to-day operations and special projects in fast-paced Sales setting.

SOLDIER Jan 2017 - Dec 2018

Ejercito Nacional De Colombia, Bogota, CO

- Supervised location, construction, and concealment of infantry positions and equipment.
- Developed programs of instruction, lesson plans, and training support packages for individual and collective military training.
- Received and implemented combat orders and directed deployment of personnel in offensive, defensive, and retrograde operations.
- Maintained open and effective communication systems to deliver orders and receive information from the field.
- Worked with team members to assess situations and create plans.

EDUCATION

BACHELOR OF SCIENCE - SOFTWARE ENGINEERING Jul 2023

Politecnico Grancolombiano, Bogota, CO

HIGH SCHOOL DIPLOMA - STEM May 2017

Jersey Village Highschool, Houston, TX

- GPA 4.2.
- Student Scholar Athlete