

## CARLOS SERRANO PRADO

*Analyst*

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### Summary

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Business and Systems engineer skilled in data analysis and statistics, problem solving and decision making, highly skilled in database management systems, spreadsheets administrative software development and exited to learn and improve my skills in tech. My analytical and interpersonal skills, coupled with my ability to work in teams and in fast-paced environments will position me as a great candidate for this role.

### Skills

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- Great Verbal and Written Communication.
- Excellent Customer Service.
- Operational Management.
- Critical Thinking.
- Database Management.
- MySQL, SQLite & PostgreSQL.
- Fast-Learning and Problem-Solving.
- Advanced Excel and use of Macros.
- Microsoft Power BI.
- Exceptional Teamwork & Collaboration.
- Multitasking & Prioritization.
- Marketing Management and Business Administration.
- Detail Orientation & Data Accuracy.
- Accurately communicate technical information.
- Microsoft Office suite, Word, Excel, PowerPoint, Outlook, Power BI, etc.
- Prioritization and Multitasking.
- Fluent English and Spanish.
- Decision making in complex situations.

### Education

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**Computer Programming Diploma.**  
**Georgian College at ILAC.**

Toronto, Ontario, Canada.  
May 2023 – March 2025

**Business and Systems Engineer Bachelor. International**  
**Ibero-American University. Leon. GPA: 3.79/4.00**

Leon, Gto., Mexico.  
August 2017 - May 2022

### Professional Experience

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**Store Manager & IT Administrator | 4Revolution Store**

**Leon, Guanajuato, Mexico.**  
**May 2019 – February 2023**

- Developed an e-commerce Website within 3 months creating branding, Logotypes, and photo shooting products increasing sales by 300% in the first 6 months.
- Built and deployed a mobile web application for Customers Information, Inventory, Sales, Deliveries, Accountancy, Data Analysis, Purchases, Warranties and Sales Per Product to increase productivity and accuracy in service.
- Provided customer service at store counter, handled physical and online Payments by credit, debit card, and cash.
- Attended calls for customer service and scheduled deliveries generating a great customer experience.
- Solved complaints, guarantees and delivery issues with customers to ensure customer trust and happiness.
- Reliably handled inventory numbers and updated product information every day making sure prices and units are accurate in the physical and online store.

**Grocery Clerk | No Frills**

**Toronto, Ontario, Canada.**  
**Jun 2023- Currently**

- Provide courteous and reliable customer service locating products effectively giving accurate instructions for customers and addressing their needs and concerns.
- Deliver online orders for customers to the front of the store making sure products are accurate and tasks are completed in a fast-paced environment.
- Work efficiently prioritizing tasks to ensure stocking, cleaning, facing, pricing and delivering orders is finished on time.
- Accurately price and wage products before the store opens to ensure inventory is right and sales are done efficiently.

**Junior Developer intern | Thincode.**

**Leon, Guanajuato, Mexico.  
August 2021- January 2022**

- Performed updates and the creation of new features using COBOL and Java ensuring all the features are properly built and programming standards are correctly performed.
- Performed Unit Tests using TANDEM-GBS.

**Volunteer Marketing Manager and Website Developer.**

**Leon, Guanajuato, Mexico.  
2021-2022**

- Website development for The Alzheimer Institute in Mexico. <https://institutodelamemoria.org.mx/>
- Provide training for clients and employees at Alzheimer's Institute for the use and administration of the web site and server.
- As marketing agent, I created content that increased the number of clients for a personal trainer by 200%.

Volunteer

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- **Martial arts teacher** | *Hwa Rang Do World Association, Mexico* | 2016-2022
- **Guitar music teacher** | *Creasonica, Mexico* | 2019-2021
- **Staff.** | *Red Jovenes X Mexico (Youth Networking), Mexico* | 2018-2022

Courses

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- **Master Python for Data Science** | Issued by *LinkedIn Learning* October 2023
- **Learning Netbeans** | Issued by *LinkedIn Learning* September 2023
- **Scrum: Advanced** | Issued by *Project Management Institute (PMI) & LinkedIn Learning* September 2023
- **Advanced Java Programming** | Issued by *LinkedIn Learning* August 2023
- **Complete Python Bootcamp.** | Issued by *Udemy* August 2023
- **Python 101 for Data Science.** | Issued by *IBM* August 2023
- **Data Science 101.** | Issued by *IBM* July 2023
- **Accessibility for Ontarian with Disabilities (AODA).** | Issued by *Workplace Wellbeing* July 2023