Cristobal Haye

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EXPERIENCIA LABORAL

GPI Software (Development of SaaS Platforms and BPO)
Head of Operations Jul 2016 - Present
- **StaffSyncro Platform** (software for efficient personnel assignment)
  - Sole developer of mathematical models for assignment
  - Software currently active, assigning more than 8,000 people
  - Responsible for studies on staff reduction without compromising operations, achieving up to a 16% reduction.
  - Improvement in personnel assignment of up to 60%.
  - Product Manager for clients such as Forus, Abcdin, and La Polar.
  - In charge of the BPO service, developing and monitoring KPIs at various levels of the organization.
  - Automation of daily, monthly, quarterly, and annual reports for the previous point.
  - Leader of the fulfillment team, standardizing requirements and controlling and measuring customer response time.
- **StaffAttendance Platform** (Attendance Control System)
  - Part of the team for the comprehensive design of attendance control software.
  - Active participation in a system certified by the DT, Dictamen N°2927/58. (In the process of certification under Exempt Resolution N°38 of 26.04.2024)
  - Representative of the company with counterparts for over 25 clients, managing 4,000 people on SaaS.
  - Design and partial development of additional reporting to meet the requirements of the Labor Directorate.
  - Coordinator and executor of monthly client meetings for service improvements.
- **SupplySyncro Platform (Supply Chain Management Software)**
  - Manager of the development of active software for planning the procurement of over 10,000 SKUs across various domains.
  - Sole developer of mathematical models using artificial intelligence models combined with conventional models for sales forecasting.
  - Responsible for integrating relevant exogenous variables for forecasting.
  - Coordinator of the design and development of the application, supported by client feedback.
  - Developer of the warehouse and branch supply module.

EDUCACIÓN

Desafío Latam: Data Science, Big Data y Neural Networks - Python	Jul 2019 - Feb 2020
Universidad de Chile: Master's in Operations Management (c)	Jul 2014 - Jan 2017
Universidad de Chile: Industrial Engineering	Mar 2009- Apr 2016

Personal Projects

- Video Analysis: Software that extracts information from security cameras for reporting.

ADITIONAL INFORMATION

Technical Skills: Python, Google App Script, SQL, Google Cloud, Excel and Google Sheets, Trello, GitHub, Notion, Firebase, Slack, Google Cloud, AWS, Pyspark.
Languages: Spanish (native), English (professional).
Interests: Running (21k 1:39), Chess (1400), Mountaineering, Diverse reading, and Cycling.