



DIANA CORDERO

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WEB SYSTEMS DEVELOPER IN THE MAKING

I am a dedicated technologist with a strong background in customer service and logistics. In my current role as a Business Systems Analyst, I leverage my skills to enhance business processes and drive efficiency. My passion for technology fuels my pursuit of innovative solutions within the IT sector.

In addition to my professional experience, I am advancing my expertise by pursuing a Bachelor's degree in Web Systems Development remotely at the University of Guadalajara. I am enthusiastic about contributing as a valuable member of any team, bringing a unique blend of practical experience and academic knowledge.

KEY SKILLS

Team Collaboration
Attention to Detail
Problem-Solving Skills

SQL
Agile Methodology
Version Control Systems

HTML/CSS/Tailwind
JavaScript / React
Java / SpringBoot

PROFESSIONAL EXPERIENCE

Wilmar Europe Trading B.V.
Business Systems Analyst

November 2022 - Present

As a Business Systems Analyst at Wilmar Europe Trading B.V. since November 2022, I collaborate closely with external developers to implement APIs and facilitate seamless integration from SAP to SQL data. My role involves optimizing business processes and systems to enhance efficiency, including analysis, design, and implementation of solutions. Additionally, I provide user training, maintain existing systems, and ensure tailored solutions through collaboration with stakeholders.

Key Responsibilities:

- **Develop and Implement Strategies:** Create and execute strategies to enhance workflow efficiency by analyzing processes, designing solutions, and overseeing implementation.
- **User Training and Support:** Lead, mentor, and train users on SAP and related applications, providing ongoing support to maximize productivity.
- **Invoicing Management:** Oversee and manage invoicing from external developers, ensuring accuracy and compliance with agreements.
- **Integration Testing and Troubleshooting:** Conduct thorough testing of integrations and changes to ensure functionality and reliability, resolving any issues that arise.
- **Process Improvement:** Continuously seek opportunities to streamline and optimize business systems and processes, leveraging data analysis and user feedback.
- **Stakeholder Collaboration:** Collaborate with stakeholders to understand needs and translate them into actionable plans and solutions.
- **Documentation and Reporting:** Maintain detailed documentation of system changes and testing results, and prepare reports for management and stakeholders.
- **Project Management:** Manage multiple projects simultaneously, ensuring timely, on-scope, and within-budget completion by coordinating cross-functional teams.
- **Continuous Improvement:** Stay current with industry trends and best practices to enhance existing systems and processes, fostering a culture of innovation.

Wilmar Europe Trading B.V.
Customer Service and Logistics Executive

Mayo 2019 - Nov 2022

I achieved efficiency improvements and cost reductions in logistics and supply chain operations. I contributed to the company's overall success in export/import and trade. I possess strong communication skills in both English and Spanish, facilitating relationships with clients and colleagues. I focus on customer satisfaction and have a solid commercial understanding of the industry. I effectively manage stressful situations and handle international trade documentation. I improved logistics efficiency in transportation and storage. I optimized operations using ERP software (SAP) and proactively resolved issues. I met deadlines and prioritized tasks to ensure timely project completion. I provided exceptional customer service and promoted continuous improvement within the team. As a SAP Key User, I led initiatives that boosted productivity and efficiency for the duration of the position.

Key Responsibilities:

- **Customer Relationship Management:** Build and maintain strong relationships with clients, ensuring their needs are met promptly and effectively through excellent communication in both English and Spanish.
- **Order and Shipment Coordination:** Oversee the coordination of orders and shipments, ensuring timely and accurate delivery of goods.
- **International Trade Compliance:** Manage documentation and compliance for international trade, ensuring all regulations and requirements are met.
- **ERP System Optimization:** Utilize ERP software (SAP) to streamline operations, troubleshoot issues, and implement improvements.
- **Team Leadership and Training:** Mentor and train team members on best practices, fostering a culture of continuous improvement and high performance.
- **Problem Resolution:** Proactively address and resolve any issues or disruptions in the logistics and supply chain processes.
- **Customer Satisfaction Focus:** Ensure customer satisfaction by addressing inquiries, resolving complaints, and providing exceptional service.

GEODIS
Asistente de Logística

June 2018 - May 2019

Track shipments, transportation modes, shipping costs, arrival times, and other critical factors in the shipping process. Process reports addressing inventory levels and needs regularly. Generate and maintain records of orders, invoices, packing lists, returns, and other essential shipping and receiving documentation.

EDUCATION

Lic. Desarrollo en Sistemas Web
Universidad de Guadalajara.

January 2023 - Actual

Oracle ONE Education
Alura, Oracle.

February 2023 - September 2023
