



# EMMANUEL CHAVES

Computer Technologies

## About Me

I am proactive and solve problems with initiative, aiming to contribute effectively to business objectives. I aim to apply my academic and professional knowledge, growing personally and professionally in a collaborative environment.



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## LANGUAGE

- Spanish (Native)
- English (Advanced)

## HARD SKILLS

- Data manipulation
- Data analysis and data gathering
- ETL Concepts
- Power BI, Tableau
- SQL, R, C#, JAVA, Python
- Automation projects.
- Industrial Internet of Things (IIoT)
- Microsoft Office 365

## SOFT SKILLS

- Willingness to learn
- Teamwork
- Effective communication
- Problem solving
- Critical thinking

## EXPERIENCE

### **Selling Partner Support Associate | Amazon** **May 2023 - Present**

- Provide timely and accurate support to 3rd party Sellers on the Amazon platform.
- Address system issues and develop internal documentation.
- Take part in deep dives and investigations to help the team identify improvement opportunities.

### **Manufacturing technician(Digitization Department) | Smith-Nephew** **Feb 2022 - Jan 2023**

- Development and maintenance of a Digital System Kanban for production flow.
- Development of a digital system for document management.
- Design of real-time data visualization dashboards.
- Maintenance of projects that improved material flow efficiency and optimized decision-making based on extracted data.

### **Production Collaborator | Smith-Nephew** **Sep 2021 - Jan 2022**

- Production collaborator while expanding my skills in developing applications for digitization, information extraction, and process automation in the medical industry.
- Designed solutions to improve operational efficiency and accuracy in medical procedures.

## EDUCATION

### **Engineering Informatics**

Universidad Estatal a Distancia  
Jan 2024 - Present

### **Business Analytics**

Universidad Cenfotec  
Jan 2024 - Present

### **Computer Technologies Engineering**

Universidad Tecnica Nacional de Costa Rica  
Jan 2018 - Nov 2020

### **English**

Universidad Tecnica Nacional de Costa Rica  
Jan 2018 - Nov 2020