

# NICOLAS CRISTAL

## CUSTOMER SERVICE SUPERVISOR

### SKILLS

- C, Python, SQL & JavaScript
- Excel, PowerBI, PowerQuery & DAX
- Data Cleaning and Preparation
- Attention to Detail
- Adaptability
- Critical Thinking

### EDUCATION

- Universidad Nacional de San Martín  
**Bachelor's degree in Data Science**  
Ongoing - Buenos Aires, Argentina
- edX - Harvard  
**CS50's Introduction to Computer Science**  
2023 - Online certification

- freeCodeCamp  
**Data Analysis with Python**  
2024 - Online certification

### CONTACT

- ✉️ nicolascristal20@gmail.com  
📞 +54 9 11 3820-2960  
linkedin.com/in/nicolascristal20  
📍 Buenos Aires, Argentina

### WORK EXPERIENCE

#### E-Commerce Consultant & Data Analyst

SalesUp Agency (Oct 2021 - Sep 2023)

- Leader of a team of 3 e-commerce consultants and business analysts on a local start-up with multiple verifiable success stories. Effectively delegated daily tasks, focused on setting each campaign's short and long-term goals, and took action in order to achieve them.
- Managed social media and marketplace ad campaigns. Focused on cost-effective campaigns and kept ACOS below 9% during long periods of time by focusing the budget on the best performing and trending articles thanks to in-depth and continuous data analysis.
- Experienced with market and competition analysis, weekly account performance reporting and communicating insights to stakeholders.
- Expertise in the most popular online marketplaces, such as Amazon, Shopee and MercadoLibre.
- Worked on data cleaning, modeling and interactive PowerBI/Looker Studio dashboards.

#### Call Center Supervisor

MM Marketing (Dec 2023 - Present)

- Provided the necessary support to a team of 14 representatives in order to resolve any questions or uncertainties they may have during customer interaction, ensuring that every call is handled efficiently and professionally
- Successfully automated several daily tasks thanks to my programming skills, which has streamlined operations and increased overall efficiency.
- Contributed with effective scheduling and reminder strategies resulting in a significant increase in patient show-up rates, elevating them from 62% to over 94%.
- Showcased a combination of interpersonal skills, deep knowledge of internal processes, and the ability to make quick and effective decisions under pressure.
- Received positive feedback from both patients and colleagues for outstanding customer service and problem-solving skills.