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**In South America, Looking for Remote Opportunities**

## Skills and Competencies

### Administrative & Business Operations

- Project coordination
- Workflow optimization
- Report generation

### Technology & Systems

- CRM software
- Microsoft 365
- Google Workspace
- Database management

### Data Analysis & Reporting

- Proficient in Excel / Google Sheets
- SQL
- SEO optimization
- Website audits

### Remote Work / Productivity Tools

- Slack, Zoom, Notion
- Trello, Asana, Jira
- Automation tools

### Client & Stakeholder Communication

- Professional correspondence
- Customer service
- Client onboarding
- Technical Troubleshooting

## Languages

### English:



Native / Bilingual

### Portuguese:



Native / Bilingual

### Spanish:



Professional Working Proficiency

# Gabriel H. Dalmoro

*A fervent learner with an insatiable curiosity*

## Professional Summary

Trilingual professional fluent in **English, Portuguese, and Spanish**, with a background in **business administration, technology, and project coordination**. Skilled in **process optimization, client communication, data analysis, and remote operations management**. Experienced in working across **intercultural teams**, across North and South America, successfully adapting to diverse work environments.. Proven ability to adapt quickly, solve complex problems, and manage multiple priorities in fast-paced environments. Seeking a **fully remote role** in **administration, operations, or technology-driven fields**, where I can apply my **multilingual abilities and technical expertise** while continuing professional development in software engineering.

## Professional Experience

### The JIBE | Audit Program Team | Remote

02/2024 - 06/2024

- Managed the Canada Digital Adoption Program (CDAP) application and audit process for businesses.
- Conducted UX, technology, and marketing audits, focusing on **SEO, website performance, and competitive analysis**.
- Compiled findings into **comprehensive reports** with clear recommendations for clients.
- Collaborated with **multinational teams** across North and South America, ensuring seamless workflow and alignment across time zones.
- Maintained **client communication and support**, handling inquiries and guiding them through the audit process.

### OvareGroup | Full Stack Developer | Remote

03/2023 - 03/2024

- **Developed web applications** for multiple businesses within a venture capital firm, enhancing operational efficiency.
- **Implemented cutting-edge AI integrations**, enhancing automation and user experience for various digital products.
- Provided **business process automation** solutions, integrating technology to optimize workflows.
- Collaborated with stakeholders to **analyze business needs** and translate them into digital solutions.
- Assisted in **internal process improvement projects**, enhancing project tracking and communication systems.

## Education and Training

02/2023

### Certificate:

Full Stack Development

InceptionU

Calgary, AB

06/2022

### Diploma of Business

### Administration:

Management

### Southern Alberta Institute of

### Technology (SAIT)

Calgary, AB

## LinkedIn



[linkedin.com/in/gabrieldalmoro/](https://linkedin.com/in/gabrieldalmoro/)

## Lake Louise Ski Area | Guest Services Attendant & Operations Support

09/2021 - 02/2022

- **Managed guest services** during peak season, ensuring a seamless customer experience.
- **Optimized order fulfillment processes**, reducing processing time by **40 minutes per 100 orders**.
- Participated in marketing events for ski passes, contributing to a **30% revenue increase**.
- Handled **customer inquiries, complaints, and emergency situations** with professionalism.

## Testimonials

"I honestly can't say enough about how well Gabriel handled our situation; it has been the type of customer service that you always hope for but rarely get. Ski Louise is fortunate to have someone like him working for them, and he really helped us feel like we have made the right decision!"

**Josh Jenkins – Customer at Lake Louise Ski Resort**

"I was lucky to have worked with Gabriel on our project. He immediately took the lead and communicated with our team on a consistent basis providing updates and asking questions about the product we were building. He not only has a strong understanding of application development but also understood the business implications of the product we were building and took the time to educate himself on the audience we were building it for. His leadership was paramount in delivering our product on time and in scope."

**Zach Hodder – Harpia CEO, Product Owner**

References available upon request