

Gabriela Andrea Polentino

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<https://gabyzaboo.github.io/portfolio/>

Resume

Adaptable, people-centered professional with a Management Science degree and certifications in Data Analysis and Python. Strong background in customer operations, analytics, and digital support. Seeking to contribute to modern, data-driven teams with empathy, precision, and impact.

I am skilled in Microsoft Excel, Office Suite, and remote collaboration tools such as Teams, Slack, and Zoom. I also use Python for process automation and data analysis, and I'm familiar with digital platforms and emerging financial technologies that enhance modern business operations.

I bring strong organizational skills, paired with a natural ability to communicate, negotiate, and solve problems with clarity and empathy. I value active listening, teamwork, and human connection, and I'm confident managing multiple priorities while staying calm under pressure. My goal is always to contribute to efficient, people-focused solutions that create real impact.

Job Experience

Experience Specialist & Data Support Mentor Venmo | July 2024 – March 2025

- Handled 100+ user inquiries weekly regarding digital payments, fraud detection, and security protocols using internal tools and data dashboards.
- Analyzed user trends and escalations to identify common issues and collaborated with QA to improve helpdesk workflows.
- Used internal CRM and ticketing systems (e.g., Zendesk, Salesforce) to maintain detailed records for auditing and optimization.
- Supported KPI tracking and dashboard reporting to assess team performance and customer satisfaction.
- Mentored 10+ new agents, delivering onboarding sessions and guidance on customer analytics and case handling strategies.
- Collaborated with engineering and product teams to streamline resolution processes, offering insights from user feedback data.

Medical Interpreter (Spanish-English) Multilingual Language Services | March 2020 – June 2020

- Provided real-time interpretation during virtual and in-person consultations, bridging language gaps in medical software and diagnostic tools.
- Maintained accurate logs of patient data and medical terminology via digital tools under confidentiality standards.
- Gained familiarity with electronic medical record systems (EMRs), secure platforms, and digital documentation.

Banco Santander | January 2019 – December 2019

- Used CRM tools to track client interactions and optimize policy recommendations.
- Built dashboards in Excel to monitor personal performance, identify market opportunities, and report to regional supervisors.
- Applied business analysis principles to segment leads, resulting in a 20% increase in conversion rates.

Education

Bachelor of Management Science

Ningbo University, China — Graduation Date: June 2023

Major: Business Administration

Colegio San Pablo

Bogota, Colombia

Courses and certifications

IBM Data Analyst

IBM Python for Data Science, AI & Development

IBM Data Science

宁波 大学 Ningbo University HSK 1, HSK 2 2023

Skills

Languages

Technical Skills:

- Microsoft Office Suite (Excel, Word, PowerPoint, Outlook)
- Adobe Photoshop
- SQL
- Python
- Remote Collaboration Tools: Teams, Slack, Zoom, Google Workspace
- Tableau
- CRM Systems (e.g., Salesforce, Zoho)

- Spanish C2
- English C1
- Portuguese B1
- Chinese HSK3
- Russian A2

Soft Skills:

- Document review
 - Analytical Thinking
 - Accuracy and attention to detail
 - Negotiation
 - Communication
 - Active listening
 - Empathy
 - Problem-solving
 - Time management
 - Multitasking
- Communication Skills
 - Teamwork and Collaboration
 - Problem-Solving

References available upon request.