

# ORLANDO SANTIAGO CARDENAS VARGAS

## Customer Experience & Technology Specialist

Sudbury, ON

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## PROFESSIONAL SUMMARY

Customer-focused professional with a strong background in technology, problem-solving, and client support. Experienced in working with diverse users, understanding customer needs, explaining complex concepts in a clear and simple way, and delivering reliable service in fast-paced environments. Known for adaptability, teamwork, and a proactive mindset to identify opportunities, support clients, and contribute to performance-driven goals. Motivated to build a long-term career in customer-facing financial services.

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## RELEVANT EXPERIENCE

### IPSOS — Analyst Survey Scripter

*Bogotá, Colombia | Oct 2022 – Feb 2024* - Supported internal and external stakeholders by building and maintaining digital data collection tools, ensuring accuracy and reliability. - Collaborated closely with non-technical teams to understand requirements and translate them into practical solutions. - Resolved issues efficiently under tight deadlines, contributing to a 20% increase in operational efficiency. - Demonstrated strong attention to detail, compliance with processes, and commitment to service quality.

### SYMPLIFICA — Full Stack Developer

*Bogotá, Colombia | Oct 2023 – Present* - Worked directly with product owners and users to understand needs and deliver user-friendly digital solutions. - Improved system performance and usability, contributing to a smoother end-user experience. - Explained technical concepts to non-technical stakeholders in a clear and approachable manner. - Operated in a target-driven, Agile environment with a strong focus on results and continuous improvement.

### BOTSLOVERS — Full Stack Developer (Freelance)

*Madrid, Spain | Feb 2025 – Apr 2025* - Collaborated with international teams to enhance application usability and responsiveness. - Delivered solutions aligned with client expectations, deadlines, and quality standards. - Demonstrated adaptability and accountability in a remote, performance-oriented setting.

### ENTERKEY LLC — Ethical Hacker (Freelance)

*Miami, USA | Jan 2023 – Jun 2023* - Analyzed client systems to identify risks and provide clear, actionable recommendations. - Communicated findings in a professional and client-friendly manner. - Supported clients in improving trust, security, and reliability of their digital platforms.

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## EDUCATION

**Cambrian College** — Sudbury, ON

Postgraduate Certificate, Artificial Intelligence & Machine Learning (*In Progress – 2025*)

**Universidad Isabel I** — Madrid, Spain

Master's Degree in Cybersecurity (2023)

**Universitaria de Colombia** — Bogotá, Colombia

Bachelor's Degree in Systems Engineering (2023)

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## KEY SKILLS

- Customer Service & Client Support
  - Clear Communication & Active Listening
  - Problem Solving & Needs Analysis
  - Technology & Digital Tools Adoption
  - Sales Awareness & Opportunity Identification
  - Team Collaboration & Accountability
  - Time Management & Attention to Detail
  - Adaptability in Fast-Paced Environments
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## LANGUAGES

- Spanish: Native
  - English: Fluent
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## AVAILABILITY

- Flexible schedule, including evenings and weekends
- Eligible to work in Canada