



ORLANDO SANTIAGO CARDENAS VARGAS

Customer Experience & Technology Specialist

Sudbury, ON

 santiago1.2020@hotmail.com |  +1 (249) 377-8196 | WhatsApp: +57 313 290 4901

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.

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.

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*)

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
-

LANGUAGES

- Spanish: Native
 - English: Fluent
-

AVAILABILITY

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