



Sophia Jurado

Web Analytics

sophiamartinezbr@gmail.com

LinkedIn: <https://www.linkedin.com/in/sophiamtjurado>

PROFILE

Professional with over 14 years of experience in the IT sector and corporate office environments.

I am a Mexican expatriate in Brazil for the past 6 years has enriched my expertise in customer service and effective communication, consistently showcasing my leadership capabilities and my adeptness at navigating and resolving intricate challenges.

Multilingual fluency in Spanish, English, and Portuguese,

Graduated in 2005 from the National Polytechnic Institute, a prestigious institution renowned for its rigorous engineering programs, particularly the Higher School of Mechanical and Electrical Engineering. Earned a degree in Communications and Electronics Engineering, which provided a critical technical domains, including: Computing, Control and Automation, Acoustics, Telecommunications, Power and Low Power Electronics and soft skills like

Solve complex problems, Work autonomously, Collaborate effectively within teams, Maintain a keen attention to quality and detail, Adapt swiftly to various environments, Uphold professional ethics, Commit to social responsibility and as a continuous learning and staying abreast of the latest advancements, transitioned my career focus to encompass cutting-edge technologies such as HTML, JavaScript, and CSS and others. These skills complement my engineering expertise and are indicative of my dedication to growth and innovation in the field.

WORK EXPERIENCE

JavaScript Developer at Google's Technical Solution Team at Cognizant for Google, São Paulo, Brazil

* June 2023 – May 2024

Technical solutions, analysis, and JavaScript development for Google clients and Google Workspace and Marketing tools such as Google Ads, Google Analytics, and Google Tag Management, helping to increase sales through conversions on their pages and providing guidance to advertisers achieving operations performed. Consult with clients, Guidance and training support for clients. Communicate with advertisers and internal sales. Analyzing and adapting the codes according to the tools: -HTML, Java Script, - Google Market- Google Analytics, Tag Manager and ADS.

Major Incident Problem Manager at Sonda Prockwork for Natura, Brazil

* December 2018 – February 2022

Experienced Incident Management Lead with a proven record of accomplishment of incident resolution in LATAM and Malaysia. Adept at overseeing the entire incident management process, from identification to resolution, ensuring timely and effective resolution of critical incidents. Proven ability to lead a team of incident managers, foster a customer-centric approach, and continuously improve incident management processes.

Problem and Service Analyst for Latam and Malaysia consultants at Sonda prockwork for NaturaBrazil

* December 2018 – February 2022

Experienced Problem and Service Analyst with a proven record of accomplishment for incident resolution in Malaysia, Peru, México, Argentina, Chile and Colombia. Adept at providing English/ Spanish language support to Natura consultants in Malaysia, including answering questions, resolving issues, and providing guidance on using company applications. Analyze general problems, investigate root causes, and identify effective solutions. Committed to staying up-to-date on application updates and ensuring consultants are well-equipped to adapt to new functionalities.

EDUCATION

National Polytechnic Institute, Telecommunications Engineer

Degree Communications and Electronics Engineering

* September 2001 – September 2005

COURSES

* February 2019 – February 2019

Certified at Scrum Master,

* Web Developer , DIO

* February 2019 – February 2019

Certified DevOps

DETAILS

São Paulo
Brasil

sophiamartinezbr@gmail.com

Phone Number

<tel:+5515988101766>

[Linkedin](#)

SKILLS

TI Problem Manager Sr
Web Analyst Consultant
Digital Marketing Analyst
HTML & CSS
JavaScript Development
Agile Methodologies
Front-end Development
Scrum Master
DevOps
ITIL

LANGUAGES

★★★★★ Spanish
★★★★☆ English
★★★★☆ Portuguese