

Technical Sales Rep.

TeamWork Communication Leadership

HIGHLIGHTS OF QUALIFICATIONS

- Extensive 15-year track record in quality control and product inspection, with a specialty in ground engaging tools and defect resolution.
- Dynamic leadership as a Product Manager and Operations Manager, streamlining processes for improved efficiency and employee satisfaction.
- Advanced proficiency in software engineering tools and methodologies, including Python and SQL, with a focus on AI applications.

EDUCATION

Centennial College, Scarborough, ON, CAN

Software Engineering Artificial Intelligence Diploma

Jan 2023 – April 2024

- Relevant Assignments & Case Studies: Deep Learning, Natural Language Processing, Unsupervised Learning, Supervised Learning & Software Development 2 - Chatbot.
- GPA: 3.902

Universidad Nacional de Trujillo, Trujillo, PE

Metallurgical Engineer

Aug 1996 – Mar 2002

RELATED WORK EXPERIENCE

Esco Weir | SSLA, Lima, PE

Technical Support Product Manager

Jun 2019 – Jul 2022

- Fostered loyalty and trust with over 20 clients through exceptional customer service helping to maintain a market share of USD 50M.
- Managed region technical support in coordination with Engineering and Sales Team.
- Lead innovation on digital transformation to Wear GET Control during Pandemic Time, helping to maintain the products as main over competitors.

Esco Corporation | SSLA, Lima, PE

Global Support Technician - TSG SSLA

Jan 2011 – Oct 2018

- Implemented improve and customize products according to the Customer digging condition.
- Technical Warranty Supported on-site for foundry and welding products in communication with Engineering Team.

Esco Corporation | SSLA, Lima, PE

District Sales Manager - Antamina

Jan 2009 – Dec 2010

- Introduced new products for Dozer and graders, and upgrade new products for Front End Loaders. Increase sales on 30%.
- Supported Six Sigma Customer Team to optimize down time Cable Shovels by GET.

Esco Corporation | SSLA, Lima, PE

Product Inspector- Yanacocha & Antamina

Abr 2008 – Dec 2009

- Implemented technical reports focus on decrease cost/tons GET of Hidraulic Face shovels.
- Technical product supported during competition with Competitors, at the end the whole cable shovels become ESCO - Antamina. Increase sales on 100%.

LANGUAGES

- English (Fluent)
- Spanish (Native)