

AI TECHNICAL SUPPORT SPECIALIST FOR ABRASION WEAR TECHNOLOGIES

COMMUNICATION | TEAMWORK | COMMITMENT TO QUALITY

PROFILE: INNOVATIVE TECHNICAL PRODUCT MANAGER WITH OVER A DECADE OF EXPERIENCE IN ABRASION SOLUTIONS FOR GROUND-ENGAGING TOOLS AND BUCKET DESIGN. PROVEN TRACK RECORD IN LEADING DIGITAL TRANSFORMATION INITIATIVES, EVIDENCED BY A PREDICTIVE APPLICATION THAT GARNERED A DIGITAL TRANSFORMATION AWARD. ADEPT IN FOSTERING CLIENT LOYALTY AND SUPPORTING HIGH-VALUE PROJECTS, INCLUDING THE PANAMA CANAL EXTENSION. CURRENTLY ENHANCING TECHNICAL EXPERTISE WITH A FOCUS ON SOFTWARE ENGINEERING AND ARTIFICIAL INTELLIGENCE. BILINGUAL IN ENGLISH AND SPANISH, WITH A STRONG FOUNDATION IN PROGRAMMING LANGUAGES AND TECHNICAL TOOLS.

- KEY SKILLS:**
- Over 15 years of experience in solving Abrasion on Ground Engaging Tools, Bucket, and design related problems.
 - Currently enrolled in the Software Engineering Technology – Artificial Intelligence Fast Track program at Centennial College
 - Product Management & Strategic Planning
 - Software Development & Programming Proficiency
 - Technical Support & Problem Solving
 - Bilingual Communication Skills (English and Spanish)

TECHNICAL PROFICIENCIES:

Programming Languages: Python, SQL, Java, PL/SQL, MongoDB, HTML, CSS
Tools: Anaconda Navigator, Spyder, Jupyter Notebook, Google Colab, VMware, Databricks, Android Studio, Nvim, VSCode, Eclipse, Oracle SQL Developer, Mongosh, MongoDB Compass, GitHub, Git, PlantUML, Latex.
Other Skills: Microsoft Office Suite, Adobe Premier Pro, Milanote, Obsidian

WORK EXPERIENCE

- Technical Support Product Manager SSLA** **2020 - 2022 | Esco Weir, Lima, Peru**
- Fostered loyalty and trust with over 20 clients through exceptional customer service, contributing to a \$50M annual revenue target.

JUAN AREVALO

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- Led the design and implementation of a predictive application for Cerro Verde Mine, earning the Digital Transformation Award in 2020.
- Initiated product safety and design enhancements for ground-engaging tools, improving operational efficiency.

Global Support Technician TSG (Latin America)

2011 - 2020 | Esco Peru, Lima, Peru

- Delivered virtual and on-site technical support across Latin America, enhancing operational efficiency.
- Key contributor to the Panama Canal extension project, providing essential technical guidance and training.
- Implemented a strategy that reduced unplanned downtime of cable shovels from 30 to 5 hours per month because of ground engaging tools manage.

EDUCATION

Software Engineering Technology – Artificial Intelligence (Fast Track)
Centennial College, Toronto, ON

Jan. 2023 - Present
GPA: 3.795/4

Relevant Courses included:

- Unsupervised Learning
- Neural Networks
- Supervised Learning
- Web Application Development
- Web Application Development
- Deep Learning
- Natural Language Processing
- Unsupervised Learning

Online Bootcamp Full Stack Python
Coding Dojo LATAM, Chile

Jul. 2022 – Nov. 2022
Graduated as Yellow and Orange Belt in Python

Metallurgical Engineer Degree
Universidad Nacional de Trujillo UNT, Trujillo, Perú

Aug. 1996 – 2002
Graduated as Engineer in 2012, Bachelor in 2003