



Jerónimo Pellicer

Digital Business Student
| Customer Experience Analyst



Contact me

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Languages

Spanish	<div></div>
English	<div></div>
Portuguese	<div></div>

Profile

09/2004

I am someone who connects well with others and adjusts quickly to new situations. Having clear goals inspires me to take on challenges that support my professional development.

Experience

Digital Marketing
Online Bootcamp
2023
The University of
Manchester

I developed knowledge in SEO, content creation, social media planning, and analytics, with an emphasis on supporting business success. I also had the chance to apply these skills through real-world projects.

Intern
Ene - May 2024
Castro Law Firm

Experience in customer service, call reception and routing, and general administrative tasks.

Customer
Experience Analyst
Jun 2024 -
Actualidad
Castro Law Firm

Led the optimization of the customer service system through data analysis, resulting in reduced response times and enhanced satisfaction in high-confidentiality critical processes.

Education

UEAN
2023 - 2026
Digital Business
Bachelor's Degree
| Academic
Performance
Scholarship

The University of
Manchester -
HyperionDev
2023
Bootcamp

University of
Cambridge
2020 - 2022
Stella Maris School of
Languages
B2 - First Certificate

Portfolio

Freelance / Academic Projects

International Finance Research Project: Chosen from a pool of scholarship students to lead research on Green Bonds in Argentina. Conducting analysis on sustainable debt instruments and their impact on the domestic capital market.

Created a marketing brief and planned paid media campaigns, considering the mobile perspective for the Topper clothing brand.

Developed Power BI dashboards for visualizing operational and sales KPIs, which were used to monitor support metrics such as ticket volume and wait times.

Among other tasks/activities I performed...