MAGDALENA DUHART

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SUMMARY

As a recent computer programming graduate, I'm excited to apply my technical foundation, problem-solving skills, and collaborative mindset to my next opportunity. My diverse background has allowed me to develop a unique skill set, which has strengthened my project management, communication, and problem-solving abilities. I'm committed to continuous learning and growth in a dynamic and fast-paced environment. I thrive on challenging projects and enjoy collaborating with talented teams.

EMPLOYMENT HISTORY

Accenture (Remote/Ireland)   SEP 2020 - DEC 2021
Technical Product Support Specialist
- Deep knowledge in complex product group & end-to-end ownership with ticketing system
- Escalated issues for debugging & collaborated with product support group for solutions.
- Discerned product confusion from bugs, provided effective technical resolution.
- Facilitated high-end customer experience & mentored team members.
- Collaborated with cross-functional teams to resolve complex issues.
- Provided valuable insights & collaborated on product improvements in team meetings.
- Maintained positive relationships with external customers & internal teams.
- Created/maintained troubleshooting, FAQ, and best practices documentation.

Freelance (Remote)   AUG 2019 - DEC 2020
Web Analytics Consultant
- Analyzed website data for valuable UX and performance insights.
- Created customized Google Analytics reports for comprehensive KPI tracking.
- Identified user behavior patterns, recommended impactful front-end improvements.
- Configured accurate data tracking and reporting with Google Analytics.
- Consulted on website optimization strategies and accessibility best practices.
- Guided UX/UI enhancements based on actionable data insights.
- Presented actionable findings and recommendations to stakeholders.

LOMA Marketing Agency (Canada)   OCT 2018 - MAY 2019
Event Coordinator Support
- Managed event planning, budgeting, coordinating vendors, and ensuring timely execution.
- Coordinated stakeholders and managed logistics to ensure seamless execution of events.
- Analyzed Beo's to ensure all services hired matched the event's end goal.
- Provided attendee support, including facilitating courtesy calls and on-site registration.
- Created templates, planning and tracking documents, reconciliation documents and summaries.
- Managed different registration software, including Cvent, EventBrite, and Bizzabo.
- Used Microsoft Office products and Google Docs for project management and documentation.

Madero SUM (Argentina)   SEP 2015 - MAY 2018
Event Planning and Coordination Specialist

- Assisted clients and potential clients through email, phone, and in-person interactions.
- Used CRM tools for tracking customer interactions, sales, and data analysis.
- Achieved monthly sales revenue goals using effective communication and problem-solving skills.
- End-to-end event planning, budgeting, negotiating, timing, and coordinating areas and rentals.
- Used Microsoft Office products and Google Docs for project management and documentation.
- Resolved issues with difficult clients by using effective communication and problem-solving.
- Handled challenging client interactions, demonstrating strong conflict resolution abilities.

RELEVANT SKILLS
Analytical Skills, Communication, Creativity, Curious Mind, Data Analysis and Reporting, Detail-Oriented Skills, Flexibility, Problem-Solving, Project Management, Responsibility, Self- Motivation, Team Player, Debugging and Troubleshooting, Graphic Design Skills, User Experience (UX) Design, CSS Frameworks, Design Prototyping Tools.

IT SUMMARY
Bootstrap, C++, CSS, Figma, Git, GitHub, HTML, JavaScript, MongoDB, MySQL, Oracle SQL Developer, Python, TypeScript, Unreal Engine

LANGUAGES
English, Spanish

EDUCATION

- Computer Programming Diploma   Seneca College, Canada   JAN 2022 – APRIL 2023
- Event Management Certificate   Gato Dumas College, Argentina   DEC 2013