Maria Soto

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Analytical and adaptable student pursuing a Cloud Architecture and Administration Certificate at Seneca Polytechnic, with experience in project coordination, stakeholder engagement, and data-driven problem solving. Passionate about organizational transformation, change management, and delivering innovative solutions in collaborative consulting environments. Eager to contribute to IBM's consulting projects and help clients achieve meaningful, technology-driven change.

Core Skills:

- Organizational Change Management Fundamentals
- Workshop & Meeting Facilitation Support
- Quantitative & Qualitative Data Analysis
- Agile & Collaborative Work Environments
- Project Coordination & Multi-tasking
- Microsoft Office Suite (Word, Excel, PowerPoint, Outlook, Teams)
- Research & Synthesis of Insights
- Leadership & Initiative
- Creative Problem Solving & Design Thinking

Education

Cloud Architecture and Administration Certificate (in progress)   **2025**
Seneca Polytechnic, Toronto, ON

Postgraduate in Senior Management   **2017**
Corporacion Universitario Remington, Medellin, COL

Bachelor's degree in systems Engineering   **2014**
Universidad del Tolima, Medellin, COL

Work Experience

Customer Service Management   **Nov 2021 - Sept 2023**
Cirion Technologies, Bogota, COL

- Led and supported cross-functional teams through process changes and technology upgrades, ensuring clear communication and smooth transitions for stakeholders.
- Coordinated and facilitated meetings to gather feedback, track change impacts, and address concerns during service transformation projects.
- Developed and delivered project documentation, status updates, and process improvement recommendations tailored to diverse audiences.
- Utilized data analysis to identify trends, measure project outcomes, and inform decision-making.

Network Operation Engineer   **Aug 2015 – Oct 2021**

Cirion Technologies, Medellin, COL

- Supported implementation of new network solutions, including stakeholder interviews and requirements gathering to align technical changes with business needs.
- Assisted in the design and delivery of technical workshops and training sessions for end-users.
- Documented change impacts, tracked risks, and contributed to mitigation planning for multiple concurrent projects.
- Communicated complex technical information in a clear, user-friendly manner to both technical and non-technical stakeholders.

Projects

Cloud Architecture & Administration Student   **Jan 2025 – Present Seneca**

Polytechnic – Toronto, ON

- Collaborated with classmates to design and implement a cloud migration strategy, including stakeholder analysis, change impact assessments, and tailored communications.
- Supported the facilitation of workshops and feedback sessions to ensure user adoption and address resistance.
- Leveraged Microsoft Office and collaborative tools to develop presentations, surveys, and training materials.

Process Improvement Initiative

Cirion Technologies

- Analyzed business processes and identified opportunities for improvement, presenting findings and recommendations to management.
- Developed communications to support change adoption and monitored progress through data tracking.