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Professional Summary

Highly motivated and results-driven professional with extensive experience in team leadership and project management within the telecommunications sector. In 2023, I expanded my skill set by pursuing web development training, mastering technologies such as HTML, CSS, JavaScript, and React. I recently completed a Data Analytics course, gaining knowledge in Power BI and SQL, and have started a career in Data Science. I am seeking an opportunity to apply my experience and technical skills in a challenging role within the tech field.

Professional Experience

Team Leader, Technical Support
Konecta, Argentina | 2016 - Present
• Lead a team of 15 technical support specialists, consistently achieving high levels of customer satisfaction.
• Foster a collaborative work environment, guiding the team toward meeting goals through leadership based on effective communication and conflict resolution.
• Optimized resource allocation and key KPI management, resulting in a notable reduction in resolution times and an increase in overall team productivity.

Sales Leader
Konecta, Argentina | 2023 - Present
• Supervise a team responsible for managing various sales initiatives and projects.
• Develop and execute sales strategies to meet and exceed established goals.
• Coordinate cross-functional projects to drive sales growth and operational efficiency.

Customer Service Representative

Konecta, Argentina | 2012 - 2016

• Resolved customer inquiries and issues with a satisfaction rate of 95%.

• Contributed to process improvements and customer satisfaction through collaboration with other teams.

Education

Data Analytics Course (46 hours)

CoderHouse | 2024

• Data analysis, SQL, Power BI. Design and management of interactive dashboards. Technical documentation.

Data Science Career (in progress)

CoderHouse | 2024 - Present

• Data analysis, machine learning, Python, R, data science tools.

Web Development Course

SheCodes | 2023

• Technologies: HTML, CSS, JavaScript, React.

• Developed practical projects, including two weather search engines in Vanilla and React versions.

Programming from Scratch Course

Egg Cooperation | 2023

• Programming fundamentals, including logic and data structures.

Bachelor's Degree in Nutrition (unfinished)

National University of Córdoba

• Completed 4 years of study, acquiring skills in research, data analysis, and communication.

Technical Skills

• Data Analysis: SQL, Power BI, advanced Excel, KPI management, data visualization.

• Web Development: HTML, CSS, JavaScript, React.

• Project Management: Project planning, execution, and monitoring.

• Team Leadership: Coaching, mentoring, talent development, multi-functional team management.

Key Achievements

• **KPI Improvement:** Implemented strategies to enhance customer service and reduce costs in technical dispatch, achieving a 20% improvement in support ticket resolution times and a 15% reduction in operating costs.

• **Successful Projects:** Restructured the sales framework, significantly increasing revenue and improving workplace morale. Incorporated portability processes that increased customer loyalty and expanded the user base.

• **Team Development:** Fostered a collaborative environment and empowered team members to take on responsibilities, resulting in promotions to key positions within the company.

Languages

• Spanish: Native
• English: Intermediate-advanced