

Paula Barbagelata

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### Professional Summary

Highly motivated and results-oriented professional with experience in team leadership and project management within the telecommunications sector. Recently expanded skills with training in web development, mastering technologies such as HTML, CSS, JavaScript, and React. Seeking an opportunity to apply my experience and technical skills in a challenging role in the technology field.

### Professional Experience

#### Team Leader, Technical Support

Konecta, Argentina | 2016 - Present

- Lead a team of technical support specialists, ensuring high-quality service and customer satisfaction.
- Manage key performance indicators (KPIs) to optimize resource utilization and achieve team objectives.
- Implement training programs to enhance team skills and performance.

#### Sales and Project Leader

Konecta, Argentina | 2023 - Present

- Supervise a small team responsible for 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

- Provided assistance and support to customers, resolving inquiries and issues efficiently.
- Contributed to process improvement and customer satisfaction through constant feedback and collaboration with other teams.

## Education

### Web Development Course

SheCodes | 2023

- Study of essential web technologies: HTML, CSS, JavaScript, React.
- Development of practical projects, including [mention relevant projects].

### Data Science Course (in progress)

CoderHouse | 2024 - Present

- Focused on data analysis, machine learning, and data science tools.

### Programming from Scratch Course

Egg Cooperation | 2023

- Learning the fundamentals of programming, including basic logic and data structures.

### Bachelor's Degree in Nutrition (unfinished)

National University of Cordoba

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

## Technical Skills

- Web Development: HTML, CSS, JavaScript, React
- Project Management: Planning, execution, and monitoring of projects
- Team Leadership: Coaching, mentoring, management of multifunctional teams
- Data Analysis: Data interpretation, KPI management
- Others: Technical support tools, CRM

## Key Achievements

- Improved KPIs: Implemented strategies aimed at improving customer service and reducing technical dispatch costs, resulting in a 20% improvement in support ticket resolution times and a 15% decrease in related operating costs.
- Successful Projects: Restructured the sales scheme within the service, leading to a significant increase in revenue and a notable improvement in the

work environment. Additionally, incorporated portability management, increasing customer loyalty and expanding our user base.

- Team Development: As a proponent of self-management, fostered a collaborative work environment and empowered team members to take on responsibilities and make decisions. As a result, many of my team members have advanced to key positions within the company, demonstrating their leadership skills and contributing to the overall success of the organization.

## Languages

- Spanish: Native
- English: Intermediate-Advanced