GIMENEZ ROCIO BELEN
Data Analyst | Web Developer
+54-362-4988424 • rbelengimenez8@gmail.com
linkedin/in/belengimenez • Portfolio: belenrb.netlify.app
Resistencia, Chaco – Argentina

Summary

Results-driven Data Analyst and Web Developer with a strong foundation in tech support, seeking a challenging position to leverage skills in data analysis, web development, and programming.

Education

Bachelor of Data Analysis and Management (Expected graduation 2027)
National University of San Luis (UNSL)

Technical Skills

o **Data Analysis:** Excel, Power BI, SQL
o **Programming Languages:** Python, Java
o **Web development:** HTML, CSS, JavaScript, Tailwind, Astro, Spring Boot

Experience

Konecta   Chaco, Argentina
Technical Support Analyst for Internal Clients   05/2022 – 04/2023
- Ticket creation for incidents, application of escalation protocol and effective problem resolution.
- Troubleshooting, Agile Classification and prioritization of incidents.
- Provide constant monitoring and communication to ensure the efficient resolution of incidents.

Atento   Chaco, Argentina
Customer Service Specialist   02/2018 – 03/2019
- Effective appointment management to ensure smooth customer service.
- Provide detailed guidance on the necessary documentation for procedures.
- Proactive resolution of complaints, channeling issues to relevant areas.

Apex   Chaco, Argentina
Technical Support Analyst   04/2014 – 06/2017
- Provide first-level technical support for key company products.
- Run critical tests for the quick resolution of incidents and facilitate ticket escalation.
- Guide customers with accurate information and assistance in hardware installation and configurations.

Certifications

o Database Professional – Codigo Facilito – 2023
o Power BI Course – Codigo Facilito – 2023
o Python Training, Data Science in OCI, and Oracle Analytics – Oracle ONE – 2023
o Java Web Training – Oracle ONE – 2023