

Omar Mateo Ortega Pérez

Engineering Student | Data Analysis & Full-Stack Dev.

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PROFILE

Technology-oriented professional with experience in technical support and data analysis in bilingual environments, integrating operational support and development tasks. Skilled in data analysis technologies such as Excel, SQL, and Power BI, as well as development tools including Java, Python, PostgreSQL, and Git in collaborative environments. Strong focus on problem-solving, clear communication, and continuous learning. Able to add value in hybrid roles that combine human interaction with technology. My professional interest is to continue growing in technology roles focused on data and process optimization.

WORK EXPERIENCE

Teleperformance – Bogotá, Colombia

Bilingual Workforce Analyst I – Real Time

October 2021 – December 2025

- Monitored established service level thresholds and operational/non-operational state schedules.
- Maintained communication with multiple operational teams to ensure timely issue resolution.
- Generated preventive and reactive alerts for emerging situations affecting service levels or efficiency (e.g., technical incidents or interaction volume changes).
- Created reports using Excel and Power BI according to client and internal leadership requirements (e.g., switching and performance reports, attendance and adherence, service outage documentation and impact analysis).
- Exchanged information with clients and their providers within a virtual contact center environment.
- Performed as a team player in a fast-paced, high-energy, and constantly changing environment.

(Supernumerary Role) Bilingual Workforce Analyst II

September 2025 – November 2025

- Designed and adjusted schedules for the entire operation based on operational, interpersonal, and service level requirements.
- Supported short-term forecasting and demand estimations using historical data and descriptive statistics.

- Analyzed operational and financial impacts related to staffing, overtime, and efficiency.
- Generated operational reports to track performance and support decision-making.

Bilingual Customer Support Specialist – On-site & Remote

March 2021 – October 2021

- Provided bilingual customer service and technical support for emerging digital platforms.
- Resolved incidents related to the use of technological tools.
- Managed and documented cases in CRM systems.
- Delivered clear and empathetic communication focused on user satisfaction.
- Met quality, productivity, and response time metrics.

Americas BPS – Bogotá, Colombia

Technical

Support

Agent

January 2014 – January 2015

- Provided technical support for internet and telephony services.
- Diagnosed and resolved basic connectivity and configuration issues.
- Used support tools for case logging and follow-up.
- Guided users on the proper use of services and equipment.

EDUCATION

Universidad Distrital Francisco José de Caldas (2015 – 2021)

Systems Engineering (*Completed up to 7th semester*)

IED Jorge Éliecer Gaitán (2010 – 2012)

High School Diploma with Technical Education

I.E.D Jorge Éliecer Gaitán (2008 – 2009)

Middle School Education (9th Grade Completion)

Colegio Minuto de Dios (2006 – 2008)

Secondary Education (up to 8th Grade)

Colegio Real Escandinavo (2000 – 2005)

Elementary Education

ADDITIONAL TRAINING

- **Coursera Online Certificates**
 - Front-End Web UI Frameworks: Bootstrap 4
 - Basics of Blockchain & Smart Contracts
- **Linux Group – Universidad Distrital:** Official member (2020–2021)
- **Escuela de Artes y Letras Foundation:** Certificate in Advertising Design

SKILLS

Languages: Spanish (Native), English (C1 – Advanced)

Programming Languages: Visual Basic, Java, Python, HTML5, CSS, SQL

Tools & Software: Microsoft Excel, Visual Studio, Jira, Git, Photoshop

RELEVANT ACADEMIC & PERSONAL PROJECTS

Academic Project – Web Development (Institutional Property)

Technologies: Node.js, IceCast, JavaScript, HTML, CSS

- Developed a live web radio platform for the university.
- Integrated IceCast streaming server with a Node.js backend.
- Implemented a web frontend for real-time audio playback.
- Collaborated in a team environment under institutional requirements.
- Successfully completed and deployed project.

Academic Project – Artificial Intelligence / Machine Learning

Technologies: Python, IRIS, Machine Learning

- Developed a traffic sign recognition system using computer vision.
- Trained machine learning models to identify signals captured by camera.
- Implemented image processing and real-time classification.
- Final academic project focused on road safety applications.

Freelance / Personal Project (In Progress)

Technologies: React, Flask, SQLite

- Developing a complete website for a café bar.
- Implemented a reservation management system with SQLite persistence.
- Built backend services using Flask for business data and reservations.
- Developed a React-based frontend focused on user experience.
- Real-world project for a commercial client.