

STEPHANIE GONZÁLEZ

Systems and Chemical Engineer

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Resume

Systems and Chemical Engineer with experience in full-stack web development, project management and data analysis. Specialized in creating interactive and user-friendly technological solutions, including RESTful APIs and responsive web applications. Experienced in leading multidisciplinary teams and implementing continuous improvement projects. Strong skills in process automation and data visualization using Power BI and Excel VBA. Focused on providing innovative solutions that optimize operational efficiency and enhance user experience. Currently deepening knowledge in full-stack web development and advanced data analysis to create efficient and appealing digital products.

Experience

BizExpo - Tech Event Platform

Full Stack Web Developer (Course Project) | Udemy

- Developed a comprehensive web platform for a technology conference and workshop event using PHP, MySQL, HTML, JavaScript, and CSS/SASS.
- Implemented user authentication system with email verification and session management.
- Created an admin panel with data analytics, CRUD operations for events and speakers, and user management.
- Integrated Leaflet API for dynamic location mapping and implemented responsive design for cross-device compatibility
- Utilized Webpack, Gulp, and Composer for asset management and applied RESTful API principles for data communication

Bogotá D.C

05/2024 - 07/2024

Dental Clinic - Dr. Héctor González

Freelance Web Developer

- Designed and developed a responsive website using HTML5, CSS and JavaScript, showcasing services, experience, and location
- Created mockups using Figma and implemented the approved design, ensuring a seamless user experience.
- Managed the entire project lifecycle, from requirements gathering to deployment, delivering within the agreed timeframe.

Bogotá D.C

06/2024 - 07/2024

Concentrix

Bilingual Training and Quality Supervisor

- Developed and implemented Excel VBA macros to automate workflows, increasing team efficiency.
- Designed interactive dashboards for visualizing KPIs and facilitating strategic decision-making.
- Led a team of 8 quality evaluators, consistently exceeding weekly goals.
- Executed data-driven action plans to address deficiencies and enhance campaign effectiveness.

Bogotá D.C

08/2023 - 01/2024

Concentrix

Bilingual Quality Evaluator

- Conducted data analysis of call audits to identify trends and areas for improvement.
- Designed and delivered data-driven group trainings and 1:1 sessions to improve agent performance.
- Development of metrics-based action plans to correct performance deficiencies, achieving an improvement in the campaign's KPIs.

Bogotá D.C

06/2022 - 08/2023

Concentrix

Bilingual Customer Service Advisor

- Analyzed customer inquiry patterns to propose improvements in service processes.
- Contributed to the optimization of service scripts based on customer satisfaction analysis.

Bogotá D.C

10/2021 - 06/2022

Education

Systems Engineering

EAN University

Bogotá D.C

06/2019 - 11/2023

Chemical Engineering

EAN University

Bogotá D.C

01/2017 - 11/2021

Languages

English Upper Intermediate (B2) • Spanish Native

Skills

Technical Skills

HTML | CSS | JavaScript | Python | PHP | SQL | MySQL Workbench | SCSS | Figma | Bootstrap | Git | GitHub | Power BI | RESTful APIs | Gulp | Webpack | NPM | Composer | Google Drive | SharePoint | Microsoft Office | Web Development | Responsive Design | Data Analysis | MVC (Model-View-Controller)

Soft Skills

Teamwork | Strategic Planning | Creativity | Project Management | Communication | Problem Solving | Adaptability | Attention to Detail | Analytical Thinking | Critical thinking

Highlighted Projects

TaskNexus - Project Management Application | Full-stack web app using PHP, MySQL, and JavaScript. Features user authentication, CRUD operations for projects/tasks, and email validation. Utilized RESTful APIs, MVC architecture, Gulp for asset management, and secure password handling.

GlowRadiance - Beauty Salon Booking System | Full-stack application with PHP, MySQL, and JavaScript. Includes appointment booking, service management, user authentication, and email token system. Implemented using MVC architecture.

Quality Dept. Process Automation | Implemented an automated audit tracking system using Excel macros and VBA, creating a comprehensive dashboard for visualizing key performance metrics, improving quality assurance efficiency and data-driven decision making.

Inventory System for Famoc Depanel | Developed a graduation project software using Python and SQL, implementing CRUD operations to efficiently manage furniture inventory for Famoc Depanel company.

Training and Courses

Full Stack Web Development: Udemy

Covered HTML5, CSS, JavaScript, SCSS, PHP, MySQL and database management.

Introduction to automated testing: EPAM Campus

Covered Software development methodologies, Testing theory and test automation foundations, and version control with Git.

Data Analysis in Power BI: EAN University

Covered Dashboards, tables, and data structure.