

STEPHANIE GONZÁLEZ

Systems and Chemical Engineer
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Resume

Systems and Chemical engineer with a background in project management, quality control, programming, and data analysis. Passionate about designing interactive and user-friendly technological solutions. Experienced in leading multidisciplinary teams and executing continuous improvement projects. Oriented towards providing innovative solutions that optimize and automate different tasks for better time management. Currently focused on deepening knowledge in Full-Stack web development and data analysis, with the goal of creating efficient and appealing digital products for end-users.

Experience

Concentrix

Bilingual Training and Quality Supervisor

- Led a team of eight quality evaluators, supervising tasks and ensuring weekly goals were met.
- Developed and implemented Excel macros to optimize workflows, reducing time spent on non-evaluative tasks.
- Created interactive dashboards to visualize campaign performance and improve strategic decision-making.
- Executed intelligent action plans to correct deficiencies and improve overall campaign effectiveness.

Bogotá D.C

08/2023 - 01/2024

Concentrix

Bilingual Quality Evaluator

- Conducted call audits, group trainings and 1:1 session to improve campaign KPIs and agent performance.
- Designed action plans to address performance deficiencies and improve overall service quality.

Bogotá D.C

06/2022 - 08/2023

Concentrix

Bilingual Customer Service Advisor

- Handled customer inquiries and ensured customer satisfaction in a bilingual service environment.

Bogotá D.C

08/2021 - 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 | SCSS | Node.js | Bootstrap | MySQL | GIT | GitHub | Power BI | 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

Highlighted Projects

Quality Dept. Process Automation

Implementation of an audit registration system using Excel macros.

Inventory System for Famoc Depanel

Development of a robust system using Python and SQL.

Find Me Online

<https://www.linkedin.com/in/stephanie-gonzalez-m/> • <https://github.com/Stepha-Gonz>

Training and Courses

Full Stack Web Development: Udemy

Covered HTML5, CSS, JavaScript, Node.js, SCSS, AJAX, 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.