Kevin Herrera Quezada

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LinkedIn
Github

Statistician/Data scientist/Data analyst

PROFILE

Persistent team player who believes that long-term goals are achieved through the accumulation of consistent actions. Adept at synthesizing complex data, developing comprehensive business strategies, and fostering collaboration among diverse stakeholders. Strong communication skills and a proactive, innovative approach to problem-solving.

KEY COMPETENCIES

- Collaboration
- Adaptability, multi-tasking
- Problem-Solving
- Critical thinking
- Active listener
- Innovative Thinking
- Customer Engagement
- Self-directed

LANGUAGES

- Spanish - Native
- English: C1 Advance

PROFESSIONAL EXPERIENCE

FoundEver
Customer Service Agent   **Jul 2024 - Present**

- Create value for Verizon through customer service and product sales. Offer telecommunications products such as phone lines, mobile phones, tablets, and mobile insurance to Verizon customers. Resolve issues related to Verizon devices and services by applying methodologies for effective and personalized customer service. Use emulation tools for troubleshooting customer issues. Use empathy in every interaction to provide highly effective customer service.

LMT Conexus-Group   **March 2023 - December 2023**
Data analyst Intern

- Developed an automated model of predictive variable selection for any dataset input, using RStudio and Python. Creation and analysis of unsupervised models and customer segmentation techniques to obtain information about customer purchasing characteristics, enabling the creation of business strategies focused on customer preferences.
- Data analysis and presentation to enhance customer engagement and orientation, resulting in improved satisfaction and loyalty metrics, Excel, SQL and Power BI.

University of Costa Rica   **December 2022 - September 2023**
Mathematics Tutor

- Creation of interactive classes for people in ages from 30 to 60 years old looking forward to obtaining high school diploma.
- Visit of public high schools to bring didactive math lessons, including creating games and the whole logistic implementation.

SYKES   **March 2022 - August 2022**
Customer Service Representative

- Guiding of Capital One customers in the margin of financial laws for claims in the Fraud area.
- Responsible of receiving the first customer approach with the fraud notice, applying social skills to contain the customers emotions and provide the customer a space to vent.
- Put in place an investigation, block the customers debit card, and provide the expected resolution date, AWS.

EDUCATION

Bachelor in Statistics

Majors: Analytics, Regression, Survey

University of Costa Rica

SOFTWARES

- RStudio Excel
- Power BI
- SQL
- Microsoft Office
- Python
- SAS Studio