

Valeria Brochero

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EDUCATION

UNIVERSITY OF LOUISVILLE, Louisville, KY
BSBA, Computer Information Systems

Expected Graduation: Dec 2025

SKILLS

Technical: Python, SQL, HTML, C#, Salesforce, Domo, Slack, documentation, customer service, Microsoft 365 (certified in Excel and Access), Certified Medical Interpreter (Catholic Charities of Louisville)

Non-technical: Spanish (business-level speaking, reading, and writing) problem-solving, multi-tasking, cross-functional collaboration, adaptable, trustworthy.

EXPERIENCE

Packsize, Remote, US

July 2024–Nov 2024

Business Systems Analyst

Worked remotely using a system of weekly sprints to review, assign and address peer questions, complaints, or suggestions amongst members of the information systems team.

- Worked in the back end of both Salesforce and Domo to build and deploy solutions.
- Maintained constant communication with department directors and C-suite, providing updates on project deliverables as well as noting ideas to consider for solutioning.
- Provided daily updates on my work through Freshdesk, SmartSheets, and Azure DevOps.
- Propelled the implementation of the **Salesforce Change Control Board** which allowed a representative from each department insight into what was being asked of our team. This effort was praised throughout the company for shedding light on all enhancement requests.

Packsize, Louisville, KY

Oct 2022–June 2024

Technical Support Engineer

Provide our clients with top-of-the-line support in an environment where resources vary depending on the customer, and **over 100 versions of our software are available, each with distinct bugs/patches** and features.

- Serve as a liaison between different teams, collecting input and relaying information back to the customer in real time,
- Average a **4.9/5** CSAT score according to customers' grading of service satisfaction.
- Consistently exceed benchmarks for resolution rate (**>90%**), call attachment (**>97%**), and case handle time (**<60 minutes**).

GE Appliances, Louisville, KY

Feb 2022–Sept 2022

Operator

Worked 3rd shift in a fast-paced production role, preparing parts for refrigeration assembly. Performed different roles and assisted with others' tasks as needed.

- Met quotas of **750** units per night.
- Suggested improvements to speed up production that quality control supervisor praised.

Loving Hands Learning Center, Louisville, KY

Jan 2022–Aug 2022

Infant Teacher/Administrative Assistant

Cared for infants aged 6 weeks to 4 years old and communicated information about the day with parents during child drop-off and pick-up.

- Provided environment to foster learning and positive social skills for **5-12** kids at a time.
- Commended by the entire team for reorganizing the outdated filing system.

Link 501, Louisville, KY

Dec 2020–Aug 2024

Spanish-Language Medical Interpreter

Provide medical interpretation services for Spanish-speaking clients during appointments.