

# 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 3<sup>rd</sup> 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.