

Valeria Brochero

502-797-8504 | valeria.brochero@packsize.com | [LinkedIn Profile](#)

INFORMATION SYSTEMS INTERN

Computer Information Systems major seeking a transition from my role as a Technical Support Engineer to Business Process Analyst, where I can leverage my experience. This position is better aligned with my field of study and Business Process Management track.

EDUCATION

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

Expected Graduation: May 2024

SKILLS

Technical: Python, SQL, HTML, C#, Salesforce, Slack, Power BI, documentation, customer service, Microsoft Office: 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, fast-learner, trustworthy.

EXPERIENCE

Packsize, Louisville, KY

Oct 2022–Present

Technical Support Engineer

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

- Serve as a liaison between different teams, collecting inputs and relaying information back to the customer in real time,
- Average a **4.9/5** CSAT score according to customers grading overall 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 other's tasks as needed.

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

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- Commended by entire team for reorganizing the outdated filing system.

Link 501, Louisville, KY

Dec 2020–Present

Spanish-Language Medical Interpreter

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

EXTRACURRICULARS

Beta Alpha Psi, University of Louisville

Communications Chair and Recruitment Assistant

- Send out weekly communications regarding meetings and volunteer opportunities to our 30+ members and faculty sponsors.
- Create surveys to receive student input and availability for future events.