VANESSA YNGRID CHUQUITAIPE VARGAS

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Professional summary

Professional with experience in the banking and financial sector, specializing in process optimization, account reconciliations, operational monitoring, data management, and client-related operations. Skilled in reporting, workflow mapping, cross-functional collaboration, and analytical thinking. Familiar with Lean, BPMN, Scrum, and Agile methodologies. Experienced working in multilingual environments in Canada and Latin America.

Professional Experience

YULCOM TECHNOLOGIES - Montreal, Canada

Web Developer Intern (CO-OP)   Sep. 2024 – Nov. 2024
- Developed responsive front-end interfaces using Angular, TypeScript, and Tailwind CSS, integrating RESTful APIs to deliver dynamic web user experiences.
- Contributed in an Agile environment, participating in daily meetings and code reviews.
- Used Git and Bitbucket for version control, and managed tasks through Jira.

ITAÚ UNIBANCO BANK - São Paulo, Brazil (*Largest private bank in Latin America*)

Business Analyst – Middle Office, Vehicle Financing   Sep. 2021 – Oct. 2022
- Participated in teams that implemented the Scrum framework as a working model.
- Mapped 9 end-to-end BPMN workflows, identifying bottlenecks and implementing solutions that improved operational efficiency.
- Collaborated with Operations, Sales, UX, and Technology teams to optimize customer journey processes in digital products, enhancing operational efficiency and user satisfaction.
- Monitored key performance indicators (KPIs) to measure departmental process efficiency.
- Led cross-functional Lean process optimization initiatives in 3 departments, analyzing data and documenting requirements to support workflow automation, reduce processing times, and improve user satisfaction by 60%.

Junior Financial & Business Analyst – Accounting Operations   Apr. 2020 – Sep. 2021
- Performed account reconciliations in Excel on various products (claims, accounts payable and receivable, pension funds, and insurance products), extracting and processing accounting data using Alteryx, ensuring accuracy and consistency of financial data for analysis and control.
- Documented and standardized business rules, supporting automation and process improvements.
- Prepared monthly financial performance presentations for management, supporting strategic decision-making.
- Contributed to cross-functional projects to improve operational efficiency and communication, by documenting and standardizing business rules for automation purposes.
- Mapped and optimized 5 end-to-end BPMN workflows, applying Lean methodology to identify bottlenecks and reduce operational effort by 80%.

Financial Operations Intern – Accounting Operations   Jun. 2018 – Mar. 2020
- Assisted with account reconciliations for credit card and insurance products, ensuring accuracy and compliance with financial standards.
- Gained cross-departmental experience by working in 3 departments, including Credit Card and Insurance Accounting, supporting end-to-end process mapping and workflow improvements.
- Prepared materials for monthly management meetings, supporting reporting and project tracking.

Additional Professional Experience

ATLAS COPCO - Montreal, Canada
Logistics Clerk (Part-time, Contract)   May 2023 - May 2024

- Entered data for orders, transactions, and shipping logs in SAP, ensuring accuracy and reliability.
- Verified inventory levels in SAP to ensure records corresponded to actual stock.
- Coordinated logistics with more than 7 carriers to ensure on-time deliveries, including communication by phone and email.

Technical Skills and Languages

- **Banking & Operations**: Account reconciliations, KPI tracking, financial data analysis, process and operational flow optimization.
- **Microsoft Office**: Excel, PowerPoint and Word.
- **Databases & Visualization Tools**: SQL, Alteryx, Power BI (basic knowledge, currently learning).
- **Business Analysis & Agile**: BPMN, UML, Scrum, Lean, Kanban, UX, Design Thinking.
- **Data & Process Modeling**: Microsoft Visio, Bizagi, Draw.io, Miro.
- **Project Management Tools**: Jira, SharePoint, Slack.
- **Certifications:** Professional Scrum Master Certification (PSM1), OKR Certified Professional.
- **Languages**: English (Advanced – C1), French (Advanced – B2), Spanish (Native), and Portuguese (Fluent, native level).

Education

AEC Software Development: Desktop, Mobile and Web Application   Jan. 2023 – Nov. 2024
Vanier College, Montreal, Canada - R-score: 30.65

Bachelor of Industrial Engineering   Jan. 2015 – Jul. 2020
Mackenzie Presbyterian University, São Paulo, Brazil - Grade Score Average: 8.5/10
(WES Canadian equivalency obtained)