PERSONAL DATA

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Nationality: Argentinian
Date of birth: 01/21/1989 – 26
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OBJECTIVES

Profile: A self motivated, enthusiastic and energetic entrepreneur who is proactive with spirit and initiative. I have a great capacity to develop my skills and I am motivated in both self directed tasks as well as performing within the dynamics of a team.

Goal: Contribute and achieve the objectives set by me or the team.

EDUCATION

Project management (Complementary)
2012 – 2013 Universidad Nacional de Córdoba - Argentina

Systems Analyst bachelor's degree
2009 - 2013 Institución Cervantes | Siglo XXI University (Córdoba - Argentina)

WORK EXPERIENCE

ASA Services - Córdoba
ASA Services is a fully integrated, one-stop source for direct mail, customer contact centers, e-solutions, database development, market research, analytical services, creative services and professional services. The company is based in Omaha – Nebraska USA.

Q/A Specialst - Supervisor   **07/11/10 – 08/23/12**
Job description
- Monitoring, evaluating and grading inbound agent calls
- Provide extensive coaching and training in order to achieve company quality standards
- User manual developing techniques
- Technical Support assistance (English, Portuguese, Spanish) with front-end users
- Daily management reporting

- SQL database management
- VoIP Software management (Avaya, Genesis)
- Ticket request management (ZendDesk)

TRIM STUDIOS – Córdoba

TRIM Studios is a software development company based in Córdoba – Argentina.
With a variety of ERP products, the company is focused on delivering high quality standard services all over the world.

Application Support   **11/04/12 – 09/15/14**
Job description
- Bilingual ERP support for a variety number of users splitted all over the world
- Feedback/Bug tracking
- UML Analysis
- Personal training and coaching for Account, HR and IT managers (skype and mail)
- User Manual development and maintenance (ASCIIDOC)
- Development assistance
- Software testing using Selenium

Traveling around the world   **10/20/14 - Current**
Dreams are suppose to make them true and mine was to explore the world, so I decided to set up my backpack along with my laptop and get to know as much as I can offering any of my skills during the journey.

COMPLEMENTARY SKILLS

LANGUAGES:

English - Bilingual
Portuguese – Bilingual
French

Titles: TOEFL, First Certificate.
Courses: Project management

TECHNICAL SKILLS:

- Zendesk
- Microsoft Office – OpenOffice
- MySql, Postgresql
- Ruby – RoR 4.0
- Selenium
- GIT – Heroku
- Html 5 – CSS3(Less - Stylus) - Bootstrap
- Microsoft Server 2003
- Ubuntu Server