Daniel Amaya Guldris

📞 +54 351 2014942

✉ daniel.amaya0163@gmail.com

Location: Córdoba Capital, Córdoba, Argentina.

EXPERIENCE

- **Operations Specialist**

Estes Forwarding Worldwide
January 2024 - September 2024

As part of the Net Promoter Score (NPS) team, I focused on improving customer satisfaction by anticipating potential service delays. I proactively communicated with delivery terminals to ensure there were no operational issues. In cases of negative experiences, I investigated and identified the root causes to implement process improvements, optimizing service quality and fostering a smoother customer experience.

- **Bilingual Customer Service Supervisor (English - Spanish)**

Estes Forwarding Worldwide
April 2023 - December 2023

I was part of the customer service supervisory team for a logistics company in the U.S., where I optimized customer satisfaction by monitoring, tracking, and resolving escalated cases via chat or phone. I utilized Microsoft 365 tools (Outlook, Teams, Excel) and Zoom for team management and internal communication, meeting established KPIs and contributing to service efficiency improvements.

- **Bilingual Customer Service Agent (English - Spanish)**

Estes Forwarding Worldwide
April 2022 - March 2023

I handled calls, chats, and emails for general inquiries from customers of a U.S. logistics company specializing in Freight Forwarding, maintaining direct contact with terminals and delivery teams. I contributed to the continuous improvement of KPIs, such as response times and service quality, ensuring efficient and satisfactory customer service.

EDUCATION

Universidad Nacional de San Martin - San Martín, Argentina
Diploma in Data Science and Artificial Intelligence
Feb 2023 - Oct 2023
Graduate

Instituto Superior Santo Domingo - Córdoba, Argentina
Technician in Computer Systems Analysis
2022 - Present

LANGUAGES

- Spanish: Native
- English: Advanced

CERTIFICATIONS

- Coursera - Google Data Analytics
  Feb 2022
  Certificate No. SK4Z3C58PRBF

- The Ultimate MySQL Bootcamp: Go from SQL Beginner to Expert
  Udemy

TECHNICAL SKILLS

- SQL: Intermediate knowledge in database management and queries.

- Python: Practical skills in data analysis and development.

- Java: University-level experience in object-oriented programming.