Daniel Amaya Guldris

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Location: Córdoba Capital, Córdoba, Argentina.

I am a proactive and detail-oriented professional with a strong foundation in data analysis, customer service, and system analysis, complemented by certifications in data analytics and MySQL. My bilingual skills (English-Spanish) and experience supervising customer service in a logistics company have honed my problem-solving, communication, and organizational abilities. Currently expanding my technical knowledge in programming and development, I am eager to apply my skills and dedication for a career in technology.

# 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.

**EDUCATION**

**Universidad Nacional de San Martin - San Martín, Argentina**

Diploma in Ciencia de datos e Inteligencia Artificial

Feb 2023 - Oct 2023

Diplomado

**Instituto Superior Santo Domingo - Córdoba, Argentina**

Técnico Superior en análisis de Sistemas Computacionales

Currently in progress

**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

## 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.

**TECHNICAL SKILLS**

Html: Intermediate.

CSS: Intermediate.

Java: Intermediate

Javascript: Basic knowledge.

Node.JS: Basic knowledge.