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| lOPEZ ANDREA |  |  |
| EXPERIENCIe data analyst || remotaskJUN 2023 - FEB 2024 As a freelancer, I performed tasks related to online data processing and organization, such as image tagging, classification, and transcription. This was an excellent opportunity to demonstrate my ability to work independently and meet deadlines. team leader || Provincia netJUN 2022 – MAR 2023 In my role, I guided, advised, and motivated the team. I was responsible for their progress and supported them with new tools that fueled their growth. I conducted quality analyses and performance testing. I participated in internal audits to improve processes and achieve goals. I prepared reports for management and the team to promote effective internal communication. Continuous Improvement Analyst || provincia netMAR 2020 - JUN 2022 I was responsible for creating content and updating the company website. My role was to promote effective communication and staff development. I conducted analyses and presentations for management and clients. I trained staff on products, services, and internal procedures. I also participated in internal audits and conducted quality analyses, testing, and strategies to drive improvements across all areas of the company. Customer Service – administrative employee || Provincia NetFEB 2017 - MAR 2020 In this position, I developed communication skills to advise clients on banking products, quote, and process their mortgage loan applications. I addressed their inquiries and complaints, and provided online support for using digital applications. My dedication and commitment were instrumental in providing them with excellent service and comprehensive support, which contributed to the company's customer satisfaction and loyalty. |  | **Contact** andhy.lopez.090@gmail.com(44) 0794-6360816**Li**: andreacelestelopezHereford, UK |
| **Education** Instituto Superior Calamuchita (currently)WEB DEVELOPMENT AND DIGITAL APPLICATIONS **Instituto San Alfonso (2002)**  HIGH SCHOOL  **additional training** Team motivation (2022)Assertive communication (2022)Today’s leaders (2021)Design Thinking (2021)Training of trainers (2021) |