

ANDRES ORDONEZ

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EXPERIENCE

- 2022-2023 **DOORDASH** *New York, NY*
Business Analyst | Area Manager
- Developed and managed comprehensive quality initiatives within the New Verticals grocery team to improve delivery quality for local groceries across the East Region and deli products nationwide
 - Owned performance metrics and developed targeted intervention strategies to improve quality related metrics such as items not found, delayed orders, and incorrect order delivery
 - Built SQL queries, Excel models, and data-driven dashboards to analyze business performance and delivered results to stakeholders with actionable insights
 - Managed the local grocery team and integrated data-driven processes to ensure accurate reporting while fostering operational agility to meet the dynamic demands of the business
- 2019-2022 **ODOO, INC.** *San Francisco, CA*
Technical Support Specialist
- Developed expert level fluency in Odoo's cloud-based ERP applications
 - Communicated daily with customers to address varied technical issues, solicit feedback, and resolve database configuration issues
 - Researched client technical issues and created tailored solutions based on the company's business model, reporting needs, and regulatory environment
 - Collaborated with engineering and product teams to test updated product features and communicated customer feedback relating to bugs and feature improvements
- 2015-2018 **J.D. GROUP S.A.S.** *Giron, Colombia*
Entrepreneurial initiative- Opening and operating fast-food franchise stores
- Supervised and managed daily operations of two fast-food stores with 4 direct employees
 - Developed cost reduction strategies in inventory stock, reducing costs by 15%
- 2014-2018 **BRIGARD & CASTRO** *Bogota, Colombia*
Intellectual Property firm
Patent Agent
- Successfully drafted, prepared, and defended patent applications, ensuring the protection of intellectual property assets and adherence to legal requirements.

TECHNICAL SKILLS

- *Analytics:* SQL, Excel, Mode, Tableau, SAS
- *Frontend Development:* JavaScript, React, TypeScript, HTML, CSS, Github
- *Certifications:* Google Analytics Individual Qualification, Google Ads Certificate

EDUCATION

- 2018-2019 **FORDHAM UNIVERSITY, GABELLI SCHOOL OF BUSINESS** *New York, NY*
MS, Marketing Intelligence
- 2018-2019 **ANTWERP MANAGEMENT SCHOOL** *Antwerp, Belgium*
MS, Strategic Marketing
- 2007-2013 **UNIVERSIDAD DE LOS ANDES** *Bogota, Colombia*
BS, Mechanical Engineering

ADDITIONAL

- Languages: Native Spanish, Fluent English