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Languages

Spanish Mother tongue
French 2nd Language
English C1
Italian B2
Bulgarian A2

Education

2022 Information Security, DAS (*In-progress 9 months left*)
UNIGE, Centre Universitaire d'Informatique, Geneva.
2021 Bank & Insurance, Bachelor's Degree
Voltaire Business School, Ferney Voltaire, France.
2016 Swiss Federal Certificate in Commerce, CFC.
Business School, Nicolas-Bouvier, Geneva.
2011 High School graduate.
Libertadores de América, Bolivia.
2010 Computer operator, Diploma.
Instituto San Pablo, Bolivia.

Certifications*

2021 CFFE Business Trainer
CEP, Course certification.
2020 Test Automation
Applitools, webinar (Without certification).
2020 Cryptography and Information Theory
University of Colorado (Coursera), Total score 88.99%
2020 Business Analyst Training Certification (ECBA)
SCA, Certification obtained, Switzerland.
2020 Enterprise System Management and Security
University of Colorado (Coursera), Total score 85.83%
2019 System administration and IT Infrastructure Services
Coursera, Total score 91.73%
2015 Java developer Certificate
Ifage, Geneva. Total score 5'5/6

INFORMATICS

Security & Methods: ISO / IEC 27001 & 9001, OCTAVE Allegro, risk management.
Operating system: Windows, Linux (Ubuntu), Mac, Android, iOS.
IDE: Eclipse, IntelliJ IDEA, IDLE Python 3.8, Sublime Text 3, Visual Studio Code.
Programming: Java, C++ (basic), SQL, Python, HTML, CSS, JS.
Network and Standards: CCENT (Training), ITIL, WLAN, VLAN, VPN WIRELESS, VPN, IPS IDS.
Automation framework: Selenium, Cucumber.
Others 3CX phone System (Administrator), TeamViewer, AnyDesk, Microsoft office 365, Salesforce, Zoho CRM (Administrator), Zoho Recruit (Administrator), Winbiz gestion d'entreprise, Crésus Salaires. Adobe premiere pro, Adobe Illustrator, GIMP.

Experience

Today – 10.2018 September – IT Advanced Consulting SA

Geneva - Switzerland

IT Technical Account Manager & HR

Human Resources:

- Set up and Configure Zoho CRM & Zoho Recruit.
- Understand, Review, and Improve intern processes.
- Communicate and implement proactive strategies KPI.

Account manager:

- Identifying and developing client/business relationships,
- Communicating with clients to understand their needs and explain our services value,
- Collecting and analyzing data to learn more about client behavior,
- Understand, Review, and Improve intern processes.

- **Assigned DPO**

- Implementation a system to capture GDPR relevant data
- Analyze business processes
- Capture personal data and GDPR relevant process information
- Analyze process, variants, and changes.

- **CRM Zoho data migration and data quality.**

- Define business goals for data quality improvement
- Develop improvements plans based on prior analysis
- Asses existing data against multiple quality dimensions
- Implement solutions determined in improvement stage
- Analyze the assessments results for gaps with respect to goals
- Verify at periodic intervals that the data is consistent with business goals

Environment: MySQL, Python, Java, Excel, PowerBI, Zoho Analytics, Zoho CRM.

- **Redesign the web site of the company (In-progress)**

- Planning stage, site analysis, site plan
- Gather Content, text, and photos
- Plan structure, mockups,

Environment: HTML5, CSS3, JS, WordPress, Draw.oi, Sublime Text 3.

Environment: Zoho Recruit/CRM Administrator, Salesforce, Windows 10, Mac el Capitan, Netgear JGS524PE(Switch), Dell PowerEdge R230 (Server), APC BACK-UPS CS 650, TeamViewer administrator, 3CX phone System, WordPress, HTML, CSS, Python, Java, Selenium, Office 365 (Power BI, SharePoint...), ISO 27001 & 9001.

01.2018 – 12.2016– Exclusivas San Luis SL

Alicante - Spain

IT Technician

- User Support,
- Install/Uninstall peripheral devices,
- Prepare, deploy, and test the material (Laptop/Desktop/Mobile/Screen/printer/Scanner),
- OS deployment, Software standards and non-standards,
- Config & analyze network,
- Backup (Laptop/Desktop),
- Documentation (Visio, Excel, Word),
- Suppression of data.

Environment: Sugar CRM, Windows, Mac, TeamViewer, Vodaphone phone System, WordPress, Gmail for business.

06.2016 – 09.2015– Espace Entreprise (Internship)

Geneva - Switzerland

Communication Assistant and Accountant

General assistance and administrative support to the Communications Department. Initiative, creativity, resourcefulness, accuracy, good judgment, diplomacy, tact, and discretion were required, as is the ability to deal effectively and cordially with both internal and external stakeholders.

- Assists with various writing and editing assignments,
- Assists in the development and execution of marketing and communications plans, as required,
- Assists in media relations,
- Responsible for updating the SAC website: news posts, coming events, career advertisements and assists with content creation and curation,
- Compile and analyze financial information to prepare entries to accounts, such as general ledger accounts, and document business transactions,
- Input and handling of financial data and report for the company's automated financial systems,
- Resolve accounting discrepancies.

06.2011 – 01.2010 – Fondation "EL SAUCE" Volunteer student

Samaipata - Bolivia

Support orphans needs.

*"El Sauce" is a project located in Samaipata – Bolivia - ONG.

<https://www.youtube.com/watch?v=99P20mJbHk0>

<https://m.facebook.com/fundacion.el.sauce/>

References:

On request