

## Catalina Cisneros

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### Education

Florida International University – Miami, FL | *Bachelor of Science in Computer Science*

Universidad de Navarra (TECNUN) – San Sebastian, Spain | *Telecommunications Engineering*

### Relevant Courses

- Calculus III, Systems Programming, Computer Architecture, Database Management, Digital Technology, Signal Theory, Network Theory.

### Skills

- Languages: Python, SQL, Java, C/C++, R, JavaScript, HTML/CSS
- Technologies: Arduino UNO, RaspberryPi.
- Data Tools & Libraries: Tableau, Power BI, Pandas, NumPy, Matplotlib, Salesforce

### Projects

*AI Song Generator – Jan 2025*

- Developed an AI Song Generator program using GPT-2, leveraging natural language processing to create song lyrics based on user input

*GPS with Arduino – Feb 2022 - Apr 2022*

- Created a GPS tracking system using Arduino, programmed in Python. The system was capable of updating location data in real-time, with the data displayed on a website for visual tracking

*University Campus Cafeteria Reservation – Feb 2021 - Apr 2021*

- Developed a cafeteria reservation system in Java, integrating HTML and JavaScript for the user interface. The system allowed students to reserve cafeteria spots and manage their meal schedules

### Work Experience

Amerant Bank – Miami, FL

*Client Service Associate – Oct 2023 - Dec 2024*

- Managed a portfolio of over 2,000 international clients, ensuring compliance and security through KYC (Know Your Customer) processes, using risk mitigation technologies
- Collaborated with cross-functional tech teams to implement AI-powered tools and digital solutions, improving operational efficiency and cybersecurity
- Led the integration of advanced digital technologies to streamline client onboarding processes, optimizing workflows while ensuring data protection using secure protocols and systems
- Analyzed system performance using PowerBI, identifying security vulnerabilities, tracking data trends, and recommending AI-driven solutions for enhanced decision-making and risk management

*Digital Business Enabler – Oct 2023 - Dec 2024*

- Worked with IT teams to design and deploy digital platforms that met business requirements, incorporating strong cybersecurity measures to protect client data
- Implemented Salesforce as a CRM platform, automating customer data management, improving security through encryption, and ensuring secure access controls
- Led troubleshooting and user acceptance testing (UAT) to ensure platforms operated smoothly, identifying and resolving vulnerabilities before deployment
- Utilized PowerBI for data analysis, identifying inefficiencies, and providing insights that directly improved business processes and strengthened cybersecurity measures