



Chantal De Gracia

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🏠 Panama City, Panama

I am a double major in Software Engineering and Industrial and Systems Engineering. I possess a unique combination of skills: my software engineering background has equipped me with tools and expertise in software development, project management, and data analysis. This, combined with my industrial engineering knowledge, has provided me with a strong foundation in process optimization, and problem-solving, with a particular emphasis on leveraging data to drive decision-making and improvements.

EXPERIENCE

- **Technical Support and Customer Service Agent | Alorica** [FEB 2022 - MAR 2022]
Trained for the optimal use of interpersonal skills, which enables me to interact effectively with customers and colleagues, fostering loyalty and satisfaction by addressing needs with efficiency and empathy.
- **CAPEX Intern (Data Analytical Operations) | The Estée Lauder Companies Inc.** [SEPT 2023 - PRESENT]
Working with cross-functional stakeholders, I identified and optimized operational process bottlenecks *coding custom automations* that enhanced efficiency and productivity for the CAPEX department. This internship fortified my analytical prowess and problem-solving abilities while refining skills in data analytics tools and programming languages.

EDUCATION

- **Bilingual Bachelor of Science** | Instituto Panamericano [2007 - 2019]
DUAL UNIVERSITY DEGREE IN PROGRESS:
- **Software Engineering** | Universidad Tecnológica de Panamá [2020 - PRESENT]
- **Industrial and Systems Engineering** | Universidad Interamericana de Panamá [2020 - PRESENT]

SKILLS

Technical Skills:

- Programming Languages: Python, SQL, C, C++, PHP, JavaScript, HTML, CSS, Excel VBA
- Data Analysis Tools: SAP, Power BI, Weka, Tableau
- Database Management: MySQL, Oracle

Analytic Skills

- Data collection, analysis, and trend interpretation
- Creation of reports and dashboards
- Continuous improvement mindset

Software Proficiency:

- Microsoft Office Suite: Excel (advanced), Word, PowerPoint, Outlook, Access
- Data Visualization Tools: Power BI, Tableau, SAP
- UI Design Software: Figma

Soft Skills:

- Effective stakeholder management
- Ability to work under pressure and meet deadlines with time management skills
- Quick learner, adaptable to new technologies
- Independent and team-oriented work ethic
- Advanced problem-solving abilities

PORTFOLIO

- **Github portfolio | [chantaldg.github.io](https://github.com/chantaldg)**

Explore a comprehensive collection of my data analysis projects, showcasing my skills in programming, data visualization, and statistical analysis.