Cristina Maíllo

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Experience

Technical Consultant IBM Consulting, London UK   (July 2021 - Present)
- Talent Transformation Analyst supporting the development of a proposal for the improved experience of new joiners to a large-scale complex system. Organized and ran discovery Design Thinking workshops to identify pain points and needs of Users, currently supporting strategy planning and work packages.
- Technical Business Analyst in the development of a public sector system. Reporting to Senior Product Owners, through refining JIRA stories for an internal reporting tool through cross-functional workshops with the client, developers, and data engineers in an agile environment.
- Business Architect in a large-scale public sector project, overseeing customer support process modelling and ensuring the internal readiness of customer-facing teams through continuous interaction with different internal customer-facing groups for the development of tactical and strategic fixes and the establishment of role boundaries and their remit.
- University Advocate and Campus Lead representing IBM in events, panels, and careers services activities to recruit and inform students of graduate and post-graduate opportunities at IBM.

Business Operations Analyst IBM Systems, London UK   (July 2019 - July 2020)
- Supported an AI-focused Sales and Development team with their Agile strategy and in various data-collecting and labelling demos.
- Reported directly to the Senior Technical Sales Director with team communication support, operational analysis, web development, sales reporting, and general administrative and organizational tasks. Provided reporting support through research and data management techniques to Senior Directors.

Education

BSc IT Management for Business - University of Manchester   (2017 – 2021)
First Class Honours (74%). Project-based learning of technical and business skills such as UX Design, Project Management, Web Development, MS Excel, and Business Analytics. Excelled in technical modules such as Big Data and Database Design and Development developing skills in database modelling, SQL, and Data Science.

English School of Asturias –
A Levels: A*BB (Spanish, Maths and Statistics, and Computer Science)
iGCSE 9 (3A*, 5A, 1B, 1C) including English Language and Maths

Languages - Native Spanish, fluent English, B2 TEF French, beginner's German.

Certifications - AWS Cloud Practitioner (Validation Number: VZQ071F2TEV1Q4GY)

Projects

Fittr.AI (2021) – fittrai.com Researched and developed a working prototype for an AI-based fitness product putting User Research and Project Management principles in practice to aid fitness beginners to establish an exercise routine.

YogAI (2020) - cris-maillo.github.io/yogAI/ Developed and launched a Machine Learning pose-estimation model for yoga practice, using self-taught JavaScript and Web Development. Featured on Google's YouTube channel.

Procter & Gamble (2018-2019) – Best Team Project award for two consecutive semesters for our innovative solution to a client-facing "Contact Us" website feature, developed through the semantic analysis of 272,000 customer complaints using R and Student of the Day award sponsored by Informed Solutions for my exploratory data analysis, breakdown, and presentation to support our solution.

Credit Suisse (2017-2018) – Best Team Project award granted for the presentation and development of a functional web application intended for the use of Wealth Managers at Credit Suisse, making use of skills such as requirements gathering, user research, UX design and web development in C#.

Volunteering, Leadership & Work Experience

General Secretary for the ITMB Society - University of Manchester   (2018 – 2019)

Senior Editor of ESA Magazine - English School of Asturias   (2015 – 2017)

Volunteer at Cruz Roja Juventud - Red Cross Youth, Spain   (Summer 2016)

Jiao-Tong University Campus, Shanghai – Language Instructor   (July 2015 – August 2015)