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## Experience

### Lean Staffing Solutions

#### Logistics Coordinator - Carrier Sales representative

Dec 2021 – Present.

Bogota, Colombia.

Cultivated carrier relationships, negotiated cost-effective contracts.  
Ensured punctual, efficient customer service.  
Managed and resolved carrier performance issues.  
Analyzed market trends for cost savings and enhancements.  
Optimized carrier communication for efficiency.  
Achieved 15% cost reduction through vendor negotiation.  
Collaborated across teams to meet customer demands.  
Accurately forecasted carrier capacity using data analysis.  
Reduced delivery times by 10% through process improvements.

### Teleperformance Colombia

#### Customer Service Agent

Nov 2019 – Dec, 2021

Bogota, Colombia.

Addressed service requests of VIP American clients.  
Managed technical support for clients with significant contracts.  
Delivered exceptional service to ensure client satisfaction.  
Prioritized and resolved client issues promptly.  
Maintained a high client satisfaction rate of 95%.  
Supported clients from prominent companies in the USA.  
Ensured efficient resolution of technical issues for key clients.

## Additional

### Maloka Museo Interactivo

#### Maloka Viajera

May 2017 – Dec, 2017

Bogota, Colombia.

Organized Astronomy, Math, Natural Science and Physics literacy tours for underprivileged children in Bogota, 2017

## Education

### Corporación Universitaria Iberoamericana

Full Stack Web Developer

Bogota, Colombia

Agosto, 2023 - Enero, 2024

### Platzi

Business Management: *Startups, Finance and Investment, Data Analysis, Digital Marketing, Blockchain and Crypto assets.*

Plataforma de educación online.

January, 2018 - *In progress*

### Universidad de Los Andes

Ingeniería de sistemas y computación.

Bogota, Colombia

January, 2015 - Jun, 2018

*Uncompleted.*

### Fundación Universitaria Cafam

Técnico laboral por competencias en instalación de redes.

Bogota, Colombia

January, 2012 - November, 2014

### Colegio Cafam

Bachiller

Bogota, Colombia

November, 2014

## Skills & Interests

**Technical:** HTML, CSS, JavaScript, Java, Git, PowerShell, Linux, Android, Excel, Ethereum mining environment.

**Languages:** English: C1, French: A1

**Soft skills:** Public Speaking · Critical Thinking · Easily Adaptable · Multitasking · Active Listening · Attention to Detail · Customer Experience · Customer Service · Problem Solving · Teamwork · English · Customer Relationship Management (CRM) · Google Workplace · Supply Chain Management · Communication · Customer Satisfaction · Negotiation · Sales

**Interests:** Avid Reader, Traveler, Entrepreneurship Project, Contact Sports, Jiu-Jitsu, Hiking, Organic Farming, Venture Investment, Business Management, Meditation, Motorcycling, Theoretical Physics, Philosophy, Crypto.