

Ernesto Contreras

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PROFILE

Motivated, teamwork-oriented, and responsible person with experience analyzing, and reporting data. First-year student reading for a diploma in Computer Information Systems at Okanagan College. Detail-oriented demonstrated through experience as a Junior Analyst in a fast-paced environment. Ability to work under pressure. Effective communication skills when working as part of a group, offer language skills in Advanced English, Native Spanish speaker, and Beginner French. Willing to learn new skills and looking for an opportunity to apply new knowledge. Technical skills include Intermediate Excel and Java; basics in Python and Unix.

EDUCATION

Computer Information Systems - Diploma

2021 – Anticipated Graduation: 2023

Okanagan University College, Kelowna, BC

Instrumental Music – Specialization: Piano

2014 – 2018

National University of Colombia

Completed 4 of the 5 years

RELEVANT WORK EXPERIENCE

Unitec Optical Operator – Full-Time

July – Sept 2022

Jealous Fruits - Kelowna Yacht Club

Largest producers of cherries in Canada

- Programming the machines that sort the cherries
- Organize and reports in a productive way the programming of the machines according to the requirements of the client
- Communicate in an effective way with the supervisors (warehouse and plant) to ensure the requirements of the clients

Dishwasher/Cook – Part-Time/Full-Time summer season

Jan – July 2022

Cactus Club Café - Kelowna Yacht Club

Casual fine dining restaurant

- Assembling and preparing the products for sushi
- Keep the areas organized and sanitize
- Reports the inventory
- Collect all dishes, cutlery, and glasses
- Ensure all dishes, cutlery, and glasses are properly sanitized before further use
- Clean kitchen tools and appliances properly before use
- Assemble food for patrons

- Prepare takeout packages
- Clean kitchen floors, storage areas, and take out the trash
- Keep cupboards and storage area clean and organized

WFM Analyst Jr.

2018 - 2021

Teleperformance, Colombia

A large call center in Colombia; a global leader in solution design, business optimization strategies, front-office customer support, and back-office services like finance, accounting, collections, and tech support.

<https://www.teleperformance.com/>

- Progressed in the organization through two promotions
- Gathered data and reported on workforce metrics for the largest client in the country (privacy and confidentiality must be maintained) enhanced the metrics of the agenda; provided ideas to improve the metrics and reported in a clear way for management to make decisions
- Ran and analyzed reports such as shrinkage; operation handle time; absences, attrition
- Analyzed, reported, and assisted in receiving and executing the operations activities planning

Auxiliary Support (6 months part-time)

2017

GM Stationary, Colombia

A small print shop no longer in business

- Assisted with completing different official and informal forms, documents and special requests such as menu creation for restaurants; utilized the internet and Microsoft Office
- Collaborated with clients; provided advice and created formal documents and employment certificates
- Maintained computer networking and software i.e. Microsoft Office