



FRANCISCO TOLOSA

Bachelor of Business // Data Analytics

Currently studying Management and Leadership - SAIT

+1 (368) 8875920 / Franciscojosetolosa@hotmail.com / Calgary, Alberta

PROFESSIONAL SUMMARY

Highly motivated student with a passion for the natural gas industry, bringing 7 years of transferable skills. In previous roles, excelled at leading teams of up to 35 people, fostering clear communication, and motivating them to achieve goals. As a flexible and strategic problem-solver, thrives in pressure situations while maintaining a laser focus on objectives. Experienced in project management, decision-making, organization, empathy, team management, problem-solving, and adaptability.

AREAS OF EXPERTISE

Hard Skills:

- **Business Tools:** SAP, Advanced Excel.
- **Analytics:** Python, RStudio, Tableau, Power BI, Visual Studio Code.

PROFESSIONAL EXPERIENCE

Data Analyst, City of Wetaskiwin (Contract), Calgary, Alberta

Sept 2024– to date

- Designed administrative procedures for data management at Peace Hills Utilities Inc.
- Managed data to improve decision-making processes.
- Optimized processes to enhance efficiency in water resource management.
- Designed a comprehensive handbook outlining the company's history, board composition, financial results, policies, and bylaws, serving as a key resource for both internal and external stakeholders.

Inventory Associate, WIS International, Calgary, Alberta

Jun 2024 – Sept 2024

- Conducting inventory counts and audits for various mass retail companies and large warehouses.
- Ensuring accurate stock levels and efficient inventory management.
- Collaborating with team members to achieve seamless operations.

Operation Manager, Metrogas - Naturgy/ Chile

May 2017- Oct 2023

- Planned and executed complex natural gas pipeline projects, including the annual construction and installation of 50 km pipelines for 300 customers, ensuring on-time delivery, high-quality work, and adherence to sustainability standards.
- Coordinated the planning and operation of network installations, conversions for businesses and homes, increasing efficiency across conversion, marketing, construction, technical service, and emergency response departments.
- Contributed to the development and execution of a successful business plan, achieving a 95% completion rate of planned objectives.
- Managed and resolved customer requests and complaints within established timeframes, maintaining high service quality.

- Ensured successful execution of contracts with partnership companies, including project assignments and timely payment processing.
- Contributed to the preparation of annual budgets, variance monitoring and management reports, investment proposals, quarterly forecasts, and consumption analyses for private and commercial markets.

Chief Operating Officer, Workers' Health Hospital (ACHS)/ Chile

Apr 2016 – Jan 2017

- Ensured efficient patient care: Streamlined processes from admission to discharge, improving patient experience and service quality.
- Maximized patient outcomes: Determined productive capacity and implemented strategies to enhance patient recovery and return to work.
- I motivated and led high-performance teams of up to 35 people, creating a positive and productive work environment that resulted in the achievement of key performance indicators (KPIs) and organizational goals.

Project Manager, Chilean Association of Security (ACHS)/ Chile

Jun 2014 – Agus 2015

- I streamlined internal processes and developed valuable tools to enhance preventive care services for the organization's collaborators, including the control board for compliance with objectives and productivity by department.
- Implemented SAP front office, promoting user adoption through training initiatives.

RECOGNITIONS AND AWARDS

- **Recognition of "Chief performance"**, METROGAS / 2020 and 2021
- **Recognition of "Urgency sense"**, ACHS / 2016
- **Recognition of Excellence**, Compensation Fund "Los Andes" / 2013

VOLUNTARING

Calgary Food Bank: I currently volunteer at the Food Bank, specifically in the distribution area. My role involves sorting and packaging food for delivery to families in need. I appreciate the opportunity to contribute to the community and continue learning while supporting this important cause.

Volunteer, Calgary Folk Fest 2024: Worked behind the scenes assisting in the coordination and safeguarding of musical instruments. Ensured smooth operations and contributed to the overall success of the event.

EDUCATION

Data analytics and Management and Leadership, SAIT Calgary – Canada, 2024

Diploma in Organizational Leadership Skills, Pontifical Catholic University of Chile Santiago – Chile, 2022

Select English Advanced, St. Andrew College Cambridge - England, Aug 2015 - Feb 2016

Bachelor of Business Administration, University of Talca. Chile, 2005 - 2010