Ian Zamorano
DATA ANALYST JR.

ABOUT ME

I am a Business Administration student with training in data analysis tools such as SQL, Power BI, and Excel. I stand out for my analytical mindset, problem-solving ability, and continuous learning attitude. I have strong communication and teamwork skills, developed through both academic and professional experiences. My goal is to keep growing in the field of data analysis and contribute to decision-making processes through data-driven insights.

CONTACT

- 011-6020-3659
- ian.zamoranoo@gmail.com
- Villa Urquiza, CABA, Argentina
- linkedin.com/in/ian-zamorano-
  https://github.com/ianzamo
  https://leetcode.com/u/ianzamorano/

SKILLS

- Analytical thinking
- Teamwork
- Effective communication
- Conflict resolution
- Decision-making
- Time management
- Continuous learning
- Negotiation skills
- Synthesis ability

LANGUAGES

SPANISH | Native
ENGLISH | Upper Intermediate (B2)

TECHNICAL SKILLS

- Microsoft Office / Advanced
- Power BI
- SQL

WORK EXPERIENCE

CALL CENTER REPRESENTATIVE | BBVA
SEPTEMBER 2021 - PRESENT
Responsible for handling inbound calls from special management customers, solving claims, and conducting retention negotiations.

CALL CENTER REPRESENTATIVE | BARET
JULY 2021 - SEPTEMBER 2021
Sales of mobile portability plans for Movistar; customer acquisition through outbound and WhatsApp calls.

CALL CENTER REPRESENTATIVE | DYKTEL
JUNE 2019 - JULY 2021
Sales of phone and internet plans through outbound calls.

SALES ASSISTANT | TASCANI
JUNE 2016 - JULY 2019
Assisted in customer service, stock management, product restocking, cash register operations, and store maintenance.

EDUCATION

BACHELOR'S DEGREE IN BUSINESS ADMINISTRATION
NATIONAL UNIVERSITY OF SAN MARTÍN | 2024 – PRESENT
Completed courses: 6
Current GPA: 7.83

CAMBRIDGE INSTITUTE | 2023 – 2024
English Level B2 – Upper Intermediate

BACHELOR'S DEGREE IN INFORMATION SYSTEMS ENGINEERING
NATIONAL TECHNOLOGICAL UNIVERSITY | 2021 – ONGOING

HIGH SCHOOL DIPLOMA IN BUSINESS ADMINISTRATION
SAINT JEAN INSTITUTE | 2016 – 2019

CERTIFICATIONS

CODERHOUSE
- TEAM LEADER | 2025 - PRESENT
- BUSINESS ANALYTICS | 2025 - PRESENT

COURSERA
- Google Data Analytics (Coursera) | 2024
  Data analysis, data visualization, SQL, spreadsheets, R

UDEMY
- SQL, Power BI, Excel: Macros and Dynamic Tables
- Team Leadership
- E-commerce
- Google Ads
- Google Analytics
- Microsoft Teams