

Camilo Pérez Barraza

Industrial Engineer

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SKILLS AND TOOLS

- Operation management
- Logistic Coordination
- Global Freight Forwarding
- EDI specialist
- Customer Service
- Effective communication
- Time Management
- Problem-Solving
- Excel
- Office 365
- Power BI
- CRM software
- TMS software
- Notion
- AI Tools (Chat GPT, Claude, Gemini)

Profile

Adaptable and proactive Industrial Engineer with a strong background in freight forwarding, customer service, and logistics coordination. Experienced as a CX Data Entry Coordinator, managing sea and domestic shipments for U.S.-based clients with precision and efficiency. Skilled in leveraging technology, EDI systems, CRM software and data to optimize operations and enhance customer satisfaction. Passionate about creating seamless logistics experiences that drive performance, engagement, and loyalty.

Education

- **Cooperación Universidad de la Costa (CUC)**

Industrial Engineer

Work Experience

Logistic Coordinator | CX data Entry Coordinator | EDI Specialist

Lean Solutions Group, Feb 2024 - Present

- Coordinated logistics for U.S.-based clients, ensuring seamless operations across multiple ports and schedules.
- Proactively solved operational issues under tight deadlines while maintaining high-quality standards.
- Collaborated with teams and clients to manage data and improve efficiency using tools like Trinium.
- Strengthened multitasking and time management skills by handling multiple priorities and time-sensitive tasks effectively.

EcoMetal Recyclers | Accounting Assistant | Barranquilla, Colombia

Recumact, January 2020 - March 2021

- Oversaw financial records and cash flow tracking using advanced Excel (Amortization table, payment and collection schedule, Excel Graphic reports, dynamic tables and formulas application).
- Organized and streamlined data entry processes for better financial reporting.
- Supported daily operations for a growing family business, demonstrating resourcefulness and efficiency

Customer Service Agent | Real State

Solvo Global, March 2022 - Feb 2024

- Provided high-quality customer support to U.S.-based clients, addressing inquiries and resolving issues promptly.
- Managed a high volume of client communications while maintaining exceptional service standards.
- Delivered detailed information about property listings, enhancing client engagement and satisfaction.
- Strengthened communication skills by interacting daily with diverse audiences in English.

Virtual Assistant | Freelance

Upwork, April 2025 - Present

- Supported brand growth through strategic development and content planning
Created engaging and persuasive video scripts tailored for marketing goals
- Managed end-to-end recruitment of freelancers, ensuring team alignment with project needs
- Delivered reliable and high-quality administrative support, optimizing client operations

Administrative Assistant | Service Contract

Servicios Médicos Olimpus, January 2021 - March 2022

- Managed databases and registered client contracts with Health Provider Entities (EPS) using Excel.
- Ensured accuracy and confidentiality in data management for COVID-19 test reporting.
- Supported administrative processes, showcasing adaptability and attention to detail.