

## Personal Information

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**Joaquín Paz (Buenos Aires, Argentina)**

**Date of birth:** 26/10/1990

**Nationality:** Argentine/Italian

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## Work Experience

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**DirectTV (Buenos Aires, Argentina)**

Jun. 2015 – Present

**Job title:** Senior Content Specialist

**Job description:**

- Developed an automation solution based on NodeJS to automatically update content schedule, reducing manual work and making the process 8 times faster, from 2 hours to 15 minutes.
- Live hands-on changes on the guide content per specific requests. PPV channel allocations and generation of Conditional Access. All around channel origination, traffic and automation tasks.
- Working on DirectTV Latin America's regional Programming Operations, ranging from last-minute programming changes and constant contact with the different channel providers regarding troubleshooting and potential discrepancies.

**Cablevisión (Buenos Aires, Argentina)**

Oct. 2013 – Jun. 2015

**Job title:** Customer Service Specialist

**Job description:**

- Supported customers with direct and live support, addressing customers' specific needs.
- Managing churns with at-risk accounts in the Special Accounts area.
- Result oriented achievements, resulting in the expansion of existing accounts and retaining over 5 thousand at-risk accounts.

**GE Healthcare (Buenos Aires, Argentina)**

Jan. 2013 – Jul. 2014

**Job title:** Quality Assurance Intern

**Job description:**

- Supported Quality Assurance Manager with drug, food and medicine certification processes, supporting audit processes such as mandatory trainings, technical documentation elaboration, and creating presentations for regulatory institutions.

**Disney (Buenos Aires, Argentina)**

Nov. 2011 – Nov. 2012

**Job title:** Junior Financial Analyst

**Job description:**

- Supported finance department with IT and systems, financial software management, and numerous system administration tasks.

**Beiersdorf (Buenos Aires, Argentina)**

Feb. 2009 – Aug. 2010

**Job title:** Marketing Intern

**Job description:**

- SAP specialist for marketing team. Supported Marketing department with logistics processes (e.g. distribution of marketing samples), event coordination and technical documentation. Responsible for Marketing stock functions.

## Education

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<b>Digital House (Argentina)</b> Certified Tech Developer, Computer Programming	2021 - Present
<b>Universidad del Salvador (Argentina)</b> Psychology	2015 - 2018
<b>University of Buenos Aires (Argentina)</b> Business Administration and Management	2008 - 2011
<b>St. Andrew's Scots School (Argentina)</b> Bachelor of Science.	2003 - 2007

## Technology Skills

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- Codecademy Full-Stack Software Engineer Course (ongoing).
- Experience with front-end (Web Development, HTML, CSS, JavaScript, Git and Git Hub, Web Apps, React) and back-end (Express.js, testing, databases including SQL Server, MySQL, PostgreSQL, MariaDB, API development, DevOps).
- Proficient in CRM tools (Salesforce), BI (Tableau, PowerBI), MS Office including Excel (dynamic tables, macros) and PowerPoint.

## Languages

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- **Spanish:** Native language.
- **English:** Fluent oral and written (International Baccalaureate Diploma and IGCSE exams).

## Other Information

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- Argentine and Italian passport.
- Driver's license.
- Hobbies: wood-working, drums, technology, sports.