

Personal Information

Joaquín Paz (Buenos Aires, Argentina)

Date of birth: 26/10/1992

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Work Experience

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

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

Technology Skills

- 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

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

Other Information

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