

Juan David Serna

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Key skills

- Process improvement
- Business consultancy
- Project Management
- Quality Assurance Document Management
- Bridging technology and administrative areas
- Front-end development (React JS, Tailwind CSS, Redux)
- Cloud Solutions (AWS)
- Data collection and analysis

Education

Bachelor of Industrial Engineering from Universidad El Bosque

Graduated 2017

Certificate in Project Management from Greenwich Business College
Graduated 2021

Course in Lean Manufacturing from Pontificia Universidad Javeriana
Graduated 2015

Summary

As an industrial engineer with a formal degree, I bring a unique blend of skills to the table. With 3 years of experience in Business Consultancy, Quality Assurance Document Management, and Production Planning, I possess a strong foundation in administrative tasks. Additionally, as a self-taught front-end developer, I am skilled in programming languages and have hands-on experience in creating efficient processes and communication channels between technology and administrative areas.

My strategic mindset allows me to identify and enhance processes, fix bottlenecks, and bridge the gap between technical and administrative functions to drive optimal results. I am eager to contribute my diverse skill set to technology teams and currently expanding my expertise in relational databases and building BI solutions to further enhance my abilities.

Career history

Independent Front-end Developer

Hobart (Jun 2022 – Current)

- Develop Full Stack web applications with ecommerce features and payment gateways without retaining customers' bank details.
- Writing clean, maintainable, and efficient code that meets industry standards and best practices.
- Collaborating with the project team to understand client requirements and to develop solutions that meet their needs.
- Testing, debugging, and troubleshooting web applications to ensure they function properly and meet quality standards.
- Communicating with clients to understand their needs and provide regular updates on project progress.
- Managing project timelines and ensuring deliverables are completed on time and within budget.

Team Manager at Premier Five Star Carpet Care

Hobart (Jan 2021 – Current)

- Team Manager of multiple contracts in Hobart. Lead cleaning teams, responsible for the standard of the contracts according to the client's instructions, forecast and provide supplies' requests, training new staff members. Process complaints, investigate and correct any anomalies to reassure clients of the company's commitment to excellence and customer satisfaction. Creation of training and compliance sheets.

Project Manager at Julian Serna & Asociados

Colombia (Jan 2018 – July 2019)

- Monitor projects' execution, **establish KPIs** and analyse indicators. Provide weekly reports to Senior Management summarizing project state

Referees

Lorenzo Del Rosario
Front end Developer.
(+61) 402 847 770

William Arcila
Colleague at Premier
Five Star Carpet Care.
(+61) 410 628 232

Malika Phelines
Client Web
Development
(+61) 424 869 057

based on the KPIs analysis. Execution of Quality Assurance Document Management plan.

- **Achievements**

- Build and apply a personnel evaluation system **for first time** in a public company, assessing more than **1.500 employees** by the usage of technological tools and statistical science.
- Economic reward for completing the project on time and within its budget.

Project Manager Assistant at Julian Serna & Asociados

Feb 2017 – Jan 2018

- Performing any task assigned by the Project Manager in an efficient and timely manner in a project where our company developed an assessment of commercial teams of Cementos Argos, the **No. 1 cement producer in Colombia** with important presence in Latin-America and United States.
- Undertaking daily administrative tasks to ensure the functionality and coordination of department's activities.

Intern at Ecogurt

Jan 2016 – Dec 2016

- Development and implementation of a production plan for a small business aimed to produce organic yogurts.
- Assistance in the design of the quality control plan.
- Analyze potentially hazardous workplace practices and conditions and report accordingly.