

LUCAS MORIONDO



PERSONAL

Birthday	5th May, 25 y/o
Relationship	Single
Nationality	Argentine
Languages	Spanish, English, Italian

CONTACT

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Location	Buenos Aires, Argentina



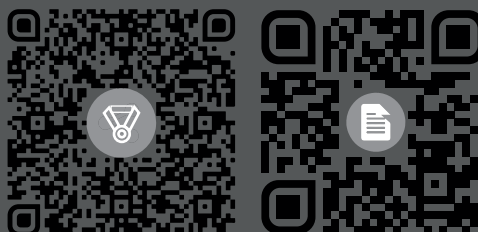
REFERENCES

American Express
Noel Maria Dipietromica
Team Leader
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Golden Peak Children's Ski School
Ashley Abramson
Inside Staff Product Manager
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Newcell Accesorios
Manuel Goldberg
Staff Supervisor
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CERTIFICATIONS / PORTFOLIO



ABOUT ME

I consider myself a committed, collaborative and openminded professional with a **growth** mindset, focused on the needs and experience of the customer.
I been working in corporate's customer service where I have developed expertise in CX & automation and in GOCM scanning business impact though **data analytics**, I am looking for a **challenge** and new ways to make the most of my skills to enhance any product or process. I feel very encouraged to learn in an ambiguous environment and bring all my knowledge and tools I have as a **designer**.
I believe I could take advantage of my soft skills and flexibility to develop **new processes** as well as my curiosity for learning new tasks.

PROFESSIONAL EXPERIENCE

AMERICAN EXPRESS

2021 Global Optimization & Call Management Analyst

Data analyst: oversight and responsibility for optimizing CFN inventory control, driving case time performance, and leading the workforce management and planning for the LACC & EMEA Region. Collaborate and partner with multiple functional teams & stakeholders including Project Teams, Operational Teams, MIS, Learning, Global Business Initiatives, Centers of Excellence, and other GOCM teams across the globe.

Performance / Awards / Proyeects

G2 Outperformed / L1 Exceptional
Star Colleague Q2 ★
PCBR proyect
BFT proyect
Hackathon - Optimization KYC
EMEA region's Huddles
CTR/CID reporting
Initial Python Course - Datalytics
Excel Sessions for teammates

2019 Help Desk Analyst

Support regional account executives of global accounts
Overall customer service for corporate accounts
Open tech tickets and follow up
Dataset analysis for team's metrics, progress and trends

G2 Outperformed / L1 Role Model
Top Performer Q2 ★
LEAD Program 2020
Datathon - Metrics trends
BULK Automation
HD Templates Automation

2018 Customer Care Professional

Overall customer service for corporate cards
Handle sensitive issues while maintaining the highest level of professionalism

Financial services. Argentina, Buenos Aires

Star Colleague ★
Think Digital
Agility training for Newhires
Presentations & instructives

VAIL RESORTS

2017 Rental Tech - J1 Visa Program

Ultimately responsible for the overall quality of the Northstar Children's Rental Shop and Ski School.

Leisure, Travel & Tourism. USA, Colorado, Vail

Snowboard Instructor of America - Alpine

EDUCATION

2015 UNIVERSITY OF BUENOS AIRES
Bachelor's Degree, Industrial and Product Design
2015-2021 - Completed

Carry out studies, design, develop, supervise and produce in any of its modalities

2009 SAN GABRIEL DE LA DOLOROSA
High School Diploma in Economics & Admin
2009-2014

Studies oriented to sciences such as economics, finance, accounting and administration

CERTIFICATIONS



First Certificate in English (FCE)
University of Cambridge



- M. Excel for Business Managers
- SQL: Database Creation
- Data Visualization: BI, Excel, SQL



Ciclo de Formacion Italiano
Facultad de Agronomia - UBA



- Data Fluency: Exp. and Describing Data
- Excel Statistics Essential
- Learning Data Analytics by NASBA
- Learning Excel: Data Analysis
- Learning Data Visualization
- Data Cleaning in Python Training
- Non-Technical Skills of Effective Data Scientists

SKILLS

Full Profesional working proficiency

- Microsoft Office & VBA - Code
Excel & Outlook's LinkedIn Badge
- SQL/Apache Hive - Code
- Tableau / Power BI - Data Viz
- Adobe Illustrator - Design

Working proficiency

- Solidworks - Modeling 3D
- Keyshot - Rendering
- Rhinoceros - Modeling 3D
- Adobe Photoshop - Design

Communication tools

- Slack
- Google Suit
- Microsoft Azure
- Mural / Miro