

Mauricio Bermudez

Tampa, FL | (813) 406-3363 | maur.berm@gmail.com | bermudezm@usf.edu | [LinkedIn](#) | [GitHub](#)

Summary

Experienced professional with a proven track record of elevating customer satisfaction and optimizing technology-driven solutions. Acknowledged for pioneering problem-solving skills and streamlining operational processes. Skilled in fostering successful partnerships across departments to drive business growth. Possesses a deep-rooted enthusiasm for leveraging technology to enhance customer experiences. Demonstrates robust analytical capabilities alongside a dedicated focus on operational excellence and ongoing enhancement.

Skills & Abilities

- Technical: SQL, Python, R, C#
- Tools: IntelliJ IDEA, R Studios, Microsoft SQL Server, Visual Studios, VS Code, Git/Github, Zendesk/Jira
- Client Relationship Management: Account management, relationship building, negotiation, customer retention
- Data Analysis: Excel, Google Sheets, Tableau, R Studios
- Communication: Presentation, written and verbal communication, cross-functional collaboration
- Troubleshooting: Root cause analysis, conflict resolution, proactive problem identification
- Languages: Fluent in Spanish

Education

Master of Science in Artificial Intelligence/Business Analytics | University of South Florida

Tampa, FL

Expected Graduation: 2025

Bachelor's in Business Analytics & Information Systems | University of South Florida

Tampa, FL

Graduated: 2023

Experience

SUPPORT SPECIALIST | DATALINK SOFTWARE | TAMPA, FL | AUGUST 2018 – DECEMBER 2024

- Provided comprehensive technical support services for a leading Quality and Risk-Management firm (28th out of 4300 competitors), consistently achieving a 95% client satisfaction rate.
- Built strong client relationships, managing a portfolio of 19 high-priority client accounts including (Aetna, Conviva, Blue-Cross Blue Shield), resolving various technical issues.
- Collaborated with 5 cross-functional teams (Project Managers, Product Owners, Software Development and Database Engineers) to triage, troubleshoot, and resolve critical client inquiries. Organized rapid response strategies that reduced average ticket resolution time by 10%.
- Served as a liaison between clients and internal teams, translating technical language into clear explanations and managing expectations to ensure customer satisfaction.
- Participated in customer feedback sessions and surveys, analyzing data to identify trends and improvement opportunities. Consistently implemented feedback to enhance customer experience.

HELP DESK COORDINATOR | BLOOMIN' BRANDS | TAMPA, FL | JUNE 2017 – AUGUST 2018

- Provided Tier 1 and Tier 2 technical support to employees and managers across multiple restaurant locations, resolving various hardware, software, and network issues including troubleshooting POS system malfunctions and network outages.
- Streamlined communication processes by defining clear objectives, standardized communication protocols and leveraged technology and tools. Results include average response times for critical support tickets being reduced by 13%.
- Assisted in verifying finances and other managerial aspects of the restaurants, contributing to an increase in operation efficiency.