

MARIA CAMILA ROZO GARCIA
Reporting & Performance Analyst
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PROFESSIONAL PROFILE

Reporting and performance analyst with hands-on experience in the BPO industry and a deep understanding of operational metrics, quality, productivity, and first contact resolution (FCR). I combine real operational experience as a Call Center Agent with technical skills in data analysis, reporting, and visualization using Python, SQL, Excel and Tableau enabling me to translate raw operational data into actionable insights for Operations, Management and Clients.

Highly analytical, detail-oriented and focused on continuous learning and improvement. Fluent in English (C1), French (B2), and Spanish (native).

CORE COMPETENCIES

- Data Cleaning, Validation & Transformation
- Cross-functional Communication
- Statistical Analysis & Trend Detection
- BPO industry knowledge

TECHNICAL SKILLS

Data analysis and Statistics

- Python (Pandas, Numpy, SciPy)
- Statistical analysis (descriptive and inferential)
- Data cleaning, data validation and anomaly detection
- Excel (Pivot tables, lookup functions, conditional formatting, data cleaning, Power Query)

Reporting and Visualization

- Tableau (operational dashboards)
- Matplotlib and Seaborn (Python)

Databases

- SQL (joins, aggregations and complex queries)
- MongoDB (NonSQL database creation)

Tools and environments

- Google Workspace
- Microsoft Office
- Jupyter Notebook

EDUCATION

Bachelor's Degree in Data Science (Online)
University of La Salle – In progress

Technologist in Software Analysis and Development
SENA – In progress

International Baccalaureate (IB)
ASPAEN Gimnasio Iragua – 2017–2019

PROFESSIONAL EXPERIENCE

Call Center Agent – Concentrix

July 2024 – June 2025

- Handled inbound calls focused on first contact resolution (FCR) and customer satisfaction.
- Worked under strict AHT, SLA, QA and productivity KPIs, gaining deep understanding of operational performance metrics.
- Managed corporate documentation, user manuals and structured information for internal use.
- Identified recurring customer issues and operational bottlenecks, contributing to faster resolution times and improved service quality.

Key Achievement: Reduced response times by structuring systematic processes that improved issue resolution within defined KPIs.

Call Center Agent – IntouchCX

October 2023 – June 2024

- Managed customer interactions, claims, and service requests while ensuring compliance with operational metrics.
- Gained exposure to performance tracking and productivity monitoring in a high-volume environment.
- Performed data entry, request tracking, and follow-up, ensuring accuracy and consistency of information.
- Scheduled appointments and coordinated order deliveries, supporting operational flow and service efficiency.

Key achievement: Consistently exceeded quality and resolution indicators across all evaluation periods.

Call Center Agent – Iterum

April 2022 – September 2023

- Delivered inbound and outbound customer service under defined operational protocols.
- Maintained performance under pressure while meeting quality and productivity objectives.
- Developed strong discipline in process compliance and metric-driven performance evaluation.

Key achievement: Recognized as a key operational support for supervisors in daily monitoring and performance follow-up.