

As a Software Development student, I thrive in fostering agile principles teamwork through Scrum. I'm committed to continuous improvement, not just in code but in refining the collaborative processes. I'm transparent and honest, standing firm in my beliefs. My persistence is key, relentlessly pursuing what I want. Ensuring that goals are met and exceeded.

WORK EXPERIENCE:

Amazon Sep 2017 to Aug 2023.

Team Manager 2020-2023

- Managed 18+ associates team and manage them to achieve constantly and improve service levels based on forecast and capacity, minimizing the improvement areas.
- Led initiatives for improved data management, interpersonal skills, policy compliance, and teamwork, resulting in significant enhancements to Excel-based reporting systems and the achievement of organizational objectives.
- In charge of developing detailed knowledge about specific KPIs by sending reports and giving coaching and tips to improve them and make them visible for the CSAs.

Business analyst 2019- 2020

- Lead update meetings with different stakeholders on status and provide visibility about productivity goals and quality standards.
- Enhanced strategies and plans to short and long-range goals in order to drive performance improvement.
- Build and maintain various automated files in excel, Tableau and PowerBI, exporting databases from SQL making queries and weekly reports with the information obtained, ensuring every piece of information is clear for every stakeholder.
- Develop and perform training for a group of 8 to 10 agents that will allow them to carry out a pilot process of approximately 6 weeks.

Customer service associate 2017-2019

- Promoted superior experience by addressing customer concerns, demonstrating empathy and resolving problems.
- Sustained operational excellence by regularly updating templates, reflecting a dynamic commitment to process optimization and continuous improvement in customer interactions.
- Prioritized customer needs through quality communications and meeting with supervisors, ensuring resolution of needs, reflecting a dynamic approach to continuous improvement within the organization.

PROJECTS:

Cenfotec 2022 - present.

Software Development Technician

- Successfully guided two projects as a Scrum Master, overseeing tasks, aiding 6 peers, and maintaining open communication with stakeholders.
- Learned the basics on a range of programming languages like Python, Java, C#, and web-based technology such as HTML5, CSS and JavaScript.
- Expertise in project management through GitHub, handling branching, pull requests, and issue tracking.
- Implemented Continuous Integration and Deployment pipelines using Azure DevOps, enhancing project workflow.
- Attained a deep understanding of MongoDB, Azure, a NoSQL database, excelled in document-oriented data modeling, CRUD operations, and optimized querying for scalable data storage.

SKILLS

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| • C# (Intermediate) | • Git (and platforms like GitHub, GitLab, Bitbucket) |
| • C++ (Beginner) | • Swagger |
| • Python (Intermediate) | • Redhawk database |
| • Java (Objective Oriented Programming) (Intermediate) | • Asana |
| • JavaScript (Intermediate) | • Microsoft Azure(SQL Data Base) |
| • CSS/Bootstrap (Intermediate) | • MongoDB Compass |
| • Advance MS Office (Expert) | |

EDUCATION:

2022 – 2024.

- Software development bachelor – Cenfotec University (In progress).
- Software Development Technician – Cenfotec University.

June 2021

- English, New learning academy.
- English amazon program classes, Idioma international.

LANGUAGE

- Spanish: Native
- English: Intermediate