






Data Analyst

Maria Gabriela Gomez Molina

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PROFESSIONAL PROFILE

Bilingual Industrial Engineer with 6+ years of experience in quality management and data analysis within the Call Center industry. Proficient in SQL, Python, Tableau, and advanced Excel, with a proven track record of optimizing processes and improving decision-making through data-driven strategies. Successfully implemented dashboards and machine learning tools, achieving a 20% improvement in performance metrics. Eager to leverage analytical expertise to drive innovative and strategic solutions.

TECHNICAL SKILLS

Python | Seaborn | Pandas | Matplotlib | Github | SQL | Excel Avanzado | Tableau | Power Point

PROFESSIONAL EXPERIENCE

Continuum Global Solutions

Quality Analyst | 02/2024-Now

- Supervise and evaluate team performance quality.
- Conduct thorough audits to assess and ensure compliance with performance standards.
- Manage reports related to zero tolerance and Areas of Opportunity (AOO) for agents.
- Analyze and report on quality trends to identify patterns and areas for improvement.

Freelancer

Administrative and Commercial Coordinator | 08/2023 -02/2024

- Developed and executed strategies to achieve financial goals and improve performance.
- Supervised and controlled budget allocations and expenditures.
- Manage reports related to zero tolerance and Areas of Opportunity (AOO) for agents through Excel analysis.
- Conducted data analysis to assess financial performance and identify trends to drive strategic improvements.

Concentrix

Quality & Training Supervisor | 01/2021 – 09/2023

- Supervised and evaluated the quality of team performance.
- Conducted thorough audits to assess and ensure compliance with performance standards.
- Managed reports related to zero tolerance and Areas of Opportunity (AOO) for agents.
- Created dashboards in Excel to analyze quality trends and identify patterns and areas for improvement.
- Led the implementation process of a machine learning tool to optimize results and account analysis.
- Conducted regular reviews of training quality.
- Developed action plans to improve agent performance (30-60-90 days) through trend analysis of classes.
- Performed root cause analysis of attrition and training performance using data collected from operational performance.

Accedo

QA lead | 10/2018- 01/2021

- Established goals and objectives for the Quality team members.
- Created dashboards in Excel to analyze quality trends and identify patterns and areas for improvement.
- Reviewed client escalation reports and took appropriate actions to resolve issues.
- Provided summaries, reports, and analyses on contact types and observed issues.
- Developed action plans to improve the quality and effectiveness of campaigns.
- Conducted root cause analysis for unmet quality objectives to support the production team in achieving goals.

Quality Analyst | 08/2017- 10/2018

- Established goals and objectives for the Quality team members.
- Reviewed client escalation reports and took appropriate actions to resolve issues.
- Provided summaries, reports, and analyses on contact types and observed issues.
- Developed action plans to improve the quality and effectiveness of campaigns.
- Conducted root cause analysis for unmet quality objectives to support the production team in achieving goals.

Civil Control

Administrative and Commercial Coordinator | 06/2015 - 12/2016

- Managed and supervised the area's staff, ensuring an efficient environment.
- Made financial decisions and developed strategies to achieve organizational goals.
- Evaluated budgets and monitored accounts receivable and payable.
- Managed suppliers and oversaw contracts in execution.
- Participated in product marketing and portfolio management.
- Conducted market research and defined the brand image.
- Created promotional materials and a client usage manual.

PROJECTS

- Analysis of call center operator effectiveness. Technologies: Python, Pandas, NumPy, Seaborn, Matplotlib, and Tableau for data analysis and visualization.
- Value proposition for an application targeted at book enthusiasts. Technologies: SQL

EDUCATION

Data Analyst

Bootcamp Tripleten | 12/2023 - 08/2024

Industrial Engineer

Universidad Nacional Experimental del Táchira (UNET), San Cristóbal, Venezuela | 09/2008 - 11/2014

Resolution: 09767 de 2015 Colombia

LANGUAGES

- Spanish: Native
- English: Professional