

Analyst | Technical Support | Documentation and processes

Pedro Herrera

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Professional with 5 years of experience in process analysis, digital support, customer acquisition and technical documentation. I have worked in industrial and technological environments, adapting to roles involving customer service, administrative processes, opportunity analysis and design of technical materials. I am looking to join a team to contribute my communication skills, documentation and digital tools.

SKILLS

Customer service, technical support, coordination with multidisciplinary teams, resource management.

Canva, Figma, Notion, Microsoft 365, Trello, CRM, Email marketing.

LANGUAGES

Spanish (Native).

English (Fluent – C1).

EXPERIENCE

Grupo ProFormación, S.L., HR consulting firm — Valencia, Spain.

Digital trainer

11/2023 – Present

- I provide digital training to personnel in the automotive sector, designing accessible content for users with diverse abilities, ensuring inclusive training.
- Developed interactive guides and practical exercises on Microsoft Windows, the Office suite, safe browsing and digital identity, which increased the autonomy and confidence of students in the use of digital tools.

Growing Companies Advisors (GCA), Accounting Consulting Firm — U.S. (remote).

Digital Product Specialist

08/2022 – 04/2025

- Coordinated and documented subscription and payment processes on fintech platform, improving customer conversion and loyalty.
- I managed opportunities in CRM environment, solving queries and guiding potential customers in the purchase decision.
- Supported digital marketing campaigns with explanatory materials and lead tracking.

Industrias de Tapas Taime, C.A., Manufacturer of Tapas — Caracas, Venezuela.

Quality Analyst

11/2021 – 08/2022

- Avoided regulatory fines of up to \$500,000 for audits by aligning technical and process documentation with ISO 9001 and ISO 14000 standards.
- I provided support in the optimization of procedures for the reception and storage of raw materials, avoiding losses of up to \$250,000 due to deteriorated materials.

Loszen, Digital Innovation Startup — Spain (Remote).

Digital Product Specialist

08/2020 – 11/2021

- I collaborated in the design and development of a mobile application for taxi services, performing market analysis, user experience design and technical support to users.
- Conducted quality tests with users, analyzing results and proposing iterative improvements to increase user satisfaction.

Industrias QProductos, S.A., Manufacturer of industrial water tanks — Santa Cruz de Aragua, Venezuela.

Quality Technician

11/2019 – 07/2020

- I detected and solved structural defects in manufactured products, reducing failures by 25%, implementing a quality system for the mix of raw materials and manufacturing processes.
- I managed incidents with distributors, resolving 90% of cases in less than a week.

EDUCATION

Diploma in Business Management. Universidad de los Andes. Mérida, Venezuela.

11/2019 – 07/2020

Materials Engineering. Simón Bolívar University. Caracas, Venezuela.

07/2019