



Santiago Bustos Pianda

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Industrial Engineer with 1 year of experience in project management, data analytics, optimization, and process automation. I have led projects for companies such as Bancolombia, Infondo, and Unión Seguros, achieving significant improvements in efficiency and resource utilization. At Bancolombia, I developed a nationwide expense control tool and automated 14 processes for the credit risk area of capital markets, generating substantial savings and operational enhancements. I also designed an application for customer management in a gym, highlighting my versatility across different sectors.

I am pursuing a Master's degree in Analytics and Artificial Intelligence at the National University of Colombia, with a focus on research. I possess skills in advanced programming, data management, and continuous improvement. I am flexible and willing to learn in any necessary technology area, committed to providing innovative and impactful solutions.

PROFESSIONAL EXPERIENCE

Unión Agencia de Seguros

Technology Consultant

Medellín, Colombia

October 2024 – February 2025

- Automated the review, comparison, and validation of insurance policy reports using Python, reducing execution times and improving data accuracy by 98%.
- Developed and automated a data management system for new clients using Python, Excel, SQL, and web development through a form, optimizing the organization, backup, and transmission of critical information.
- Enhanced internal data management by integrating technological tools based on Python and SQL, increasing productivity and operational accuracy.

Infondo Agencia de Seguros

Technology Consultant

Medellín, Colombia

June 2024 – January 2025

- Optimized the generation of communications to policyholders through automation in Python, reducing times by 97% and improving accuracy in internal and external communications.
- Designed and implemented a system for reviewing and validating documents with high operational load, achieving a 98% reduction in processing times and a 95% decrease in errors.
- Updated and integrated new features on the corporate website using PHP, JavaScript, and HTML, enhancing user experience and adapting to business needs.
- Implemented technological solutions with a strategic focus on continuous improvement, positively impacting team productivity and company results.

Bancolombia

University Intern in the Credit Risk Area of Capital Markets

Medellín, Colombia

December 2023 – June 2024

- Developed manuals and managed monthly reporting, ensuring standardization and quality in automated processes.
- Led the automation of 14 key processes using Python and SQL, optimizing operational efficiency and reducing manual workload to free up a position.

- Strategically used data analysis to improve operational efficiency and customer satisfaction, conducting all activities in English.

EDUCATION

NATIONAL UNIVERSITY OF COLOMBIA
Master's in Engineering - Analytics (Research)

Medellín, Colombia
January 2025 – Present

UNIVERSITY OF ANTIOQUIA
Industrial Engineering – Emphasis in Analytics

Medellín, Colombia
July 2018 – June 2024

UDEMY – NEXT U – PLATZI – UDE@
LLM Engineering: AI, Large Language Models, and Agents
Analytics in Business Decision-Making
Data Analysis and Manipulation with Python
Database Management with SQL
Specialized Course in Machine Learning
Git Version Control
API Consumption Course
Advanced Certification in Automation Anywhere

Virtual
January 2020 – Present

CAMBRIDGE ACADEMY
Intensive English Course

Pasto, Colombia
January 2017 – December 2017

INSTITUTO CHAMPAGNAT
Academic High School Diploma

Pasto, Colombia
January 2017

SKILLS

- Python
- SQL
- Process Automation
- Data Analysis
- Advanced Excel and Power BI
- R Studio
- JavaScript, PHP, HTML, CSS, Node, React
- Project Management and Process Optimization
- Creativity and Innovation Capability
- Ability to Tackle Technical Challenges
- Teamwork and Social Skills

LANGUAGES

- Native Spanish
- Advanced English (B2)