Santiago Bustos Pianda

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Industrial Engineer with 1.5 years 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   **Medellín, Colombia**
Technology Consultant   *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 while generating reports with relevant and detailed data.
- Enhanced internal data management by integrating technological tools based on Python and SQL, increasing productivity, operational accuracy and proper data handling for better analysis.

Infondo Agencia de Seguros   **Medellín, Colombia**
Technology Consultant   *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   **Medellín, Colombia**
University Intern in the Credit Risk Area of Capital Markets   *December 2023 – June 2024*

- Led the automation of 14 key processes using Python and SQL, optimizing operational efficiency and reducing manual workload, which resulted in freeing up a job position. Additionally, I developed manuals to ensure standardization and quality in automated processes.
- I efficiently managed monthly reporting thanks to extensive knowledge in the financial area, including proper data handling, dashboards, and financial indicators.

Connempathy (Remote)	**California, United States**
Analyst and After-Sales Service	*October 2021– February 2023*

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

EDUCATION

NATIONAL UNIVERSITY OF COLOMBIA	**Medellín, Colombia**
Master's in Engineering - Analytics (Research)	*January 2025 – Present*

UNIVERSITY OF ANTIOQUIA	**Medellín, Colombia**
Industrial Engineering – Emphasis in Analytics	*July 2018 – June 2024*

UDEMY – NEXT U – PLATZI – UDE@	**Virtual**
LLM Engineering: AI, Large Language Models, and Agents	*January 2020 – Present*

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

CAMBRIDGE ACADEMY	**Pasto, Colombia**
Intensive English Course	*January 2017 – December 2017*

INSTITUTO CHAMPAGNAT	**Pasto, Colombia**
Academic High School Diploma	*January 2017*

SKILLS

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

LANGUAGES

- Native Spanish
- Advanced English (B2)