

RAMIRO BUGUENO

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EDUCATION

ENSIGN COLLEGE – GRADUATION DATE: SEPTEMBER 2027 – GPA: 3.830

Salt Lake City, Utah, USA. | 2023 - 2027

Associate of Science - Information Technology

Critical Thinking

Enhance Code

Excel Certified

Software Applications

Programming Languages

Troubleshooting

UNIVERSIDAD TECNOLOGICA DE CHILE

Santiago, Chile | 2015 - 2020

Bachelor in Electrical Engineering

Agile Project Management

Quality Management

Operations Planning

Project Proposal

Scope Assessment

Process Optimization

EXPERIENCE

GSD, THE CHURCH OF JESUS CHRIST OF LATTER-DAY SAINTS

Salt Lake City, Utah, USA | 2023 - 2025

IT Support

- Resolved over 1,700+ technical cases across desktops, laptops, and various operating systems
- Delivered high-quality IT support by acting as first point of contact, accurately diagnosing hardware and software issues, and maintaining a professional, customer-focused approach

ABB

Santiago, Chile | 2022 - 2023

Project Manager Jr.

- Designed and executed efficient project-tracking using Microsoft Project, streamlining budget management, timeline tracking, to enhance efficiency and decision-making
- Managed multiple projects by overseeing budgets ranging from \$500-600k coordinating with contractors and stakeholders, solving challenges to optimize cost efficiency

COLBUN SOLUCIONES BY EFIZITY

Santiago, Chile | 2021 - 2022

Project Manager Jr.

- Developed and performed an Excel-based financial projection tool providing prospective customers with cost breakdowns and savings estimates, demonstrating long-term financial benefits
- Managed 3 energy projects by coordinating cross-functional teams, ensuring timely completion, maintaining transparent communication with stakeholders and senior management

REGUS

Santiago, Chile | 2015 - 2017

Community Manager

- Delivered exceptional customer service daily by addressing inquiries, answering issues efficiently
- Organized 20+ events, facilitating professional networking and sustaining positive relationships

SKILLS

- | | | |
|----------------------|------------------------|---------------------|
| • Customer Service | • Problem Solving | • Leadership |
| • Team Collaboration | • Communication | • Analytical |
| • Time Management | • Contracts Management | • Microsoft Outlook |