

# RAMIRO BUGUENO

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## EDUCATION

### EN SIGN COLLEGE – GRADUATION DATE: SEPTEMBER 2027 – GPA: 3.830

Associate of Science - Information Technology

Critical Thinking

Enhance Code

Excel Certified

Software Applications

Programming Languages

Troubleshooting

Salt Lake City, Utah, USA | 2023 - 2027

### 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
- Team Collaboration
- Time Management

- Problem Solving
- Communication
- Contracts Management

- Leadership
- Analytical
- Microsoft Outlook