Pablo Andres Gelvez

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Industrial engineer with a strong background in logistics, KPI analysis, and programming languages such as Python, SQL, and R, I bring a versatile skill set to the table.

Experience

DECEMBER 2021 – JULY 2022

Associate, WFM Reporting (Mlivre)/Concentrix, Bogota, Bogota D.C (Colombia)

- Execute queries in SQL to extract databases and feed reports in both Microsoft Excel and Power BI
- Clean, filter, and connect databases using Power Query and DAX to create and set up reports.
- Provide insights to managers regarding performance for 5 lines of business.
- Attend weekly meetings with IT to gather documentation and propose implementations for new databases.

JANUARY 2021 – DECEMBER 2021

Sr. Representative, Real Time Management (Cigna)/Concentrix, Bogota, Bogota D.C (Colombia)

- Monitor KPIs such as Real Time Adherence, Schedule adherence, and turnover for 5 lines of business.
- Organized weekly meetings with managers to provide insights regarding the performance and implementation of reports.
- Set up weekly schedules for the workforce and inform managers and team leaders about anomalies.
- Interact with Client Commanders Centres to inform them about troubleshooting processes and system failures.

JANUARY 2020 – JANUARY 2021

Advisor I, Customer Service Representative (AT&T)/Concentrix, Bogota, Bogota D.C (Colombia)

- Interfaces with customers via inbound and outbound calls
- Provide customer service support and resolution of routine

APRIL 2019 – OCTOBER 2019

Planning & Performance Management/Bavaria, Tocancipa, Cundinamarca (Colombia)

- Extraction of transactions via SAP and consolidation of KPI's and costs (VIC &ZBB) through Microsoft Excel.
- Monitoring and consultation of budget execution for 6 business pillars
- Calculation of the sale price for new products
- Prepare the budget of the factory taking into account reduction of inputs and saving initiatives
- Attend monthly meetings with managers to inform performance from the 6 business pillars and notify forecasts for both KPI's and budget

Skills

Database analysis • Programming languages (Python & SQL) • Data Visualisation (Power BI & Tableau) • Process improvement • Data analytics • Native Spanish

SEPTEMBER 2022 – SEPTEMBER 2023

MSc Data Science/University of Sussex, Falmer, East of Sussex

SEPTEMBER 2020 – NOVEMBER 2020

Diplomat in Data Analysis (Python & R)/Universidad Sergio Arboleda, Bogota, Bogota D.C (Colombia)

JULY 2017 – JANUARY 2018

Diplomat in modelling in BPMN/Universidad Sergio Arboleda, Bogota, Bogota D.C (Colombia)

JANUARY 2014 – SEPTEMBER 2018

Industrial Engineering/Universidad Sergio Arboleda, Bogotá, Bogotá D.C (Colombia)