STEFANO ZURITA

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EDUCATION

Master of Arts in Business Economics   2024 - 2026
Wilfrid Laurier University

Master of Information Systems with a Specialization in Business Intelligence and Data Analytics   2024
Universidad Internacional del Ecuador (Ecuador) / Escuela Internacional de Gerencia (Spain)

Bachelor's Degree in Economics   2021
Universidad San Francisco de Quito (Ecuador)

Google Data Analytics Professional Certificate   2024
Focused on data cleaning, visualization, business case analysis, and decision-making using tools like Excel and Tableau.

EXPERIENCE

Operations Supervisor, Public Mobility and Infrastructure Company, Quito, Ecuador   2022 - 2024

- Promoted from Operations Specialist to Operations Supervisor for effectively managing the Annual Plan and optimizing resource allocation.
- Developed and implemented data-driven dashboards using Power BI and Excel, enabling clearer visualization of financial indicators and improving performance across departments.
- Collaborated with other operative areas to ensure optimal use of funds, leveraging strong communication skills to improve budget management and resource allocation.
- Designed automated systems to track and issue certifications, reducing manual errors by 20% and streamlining inventory management.

Insurance Sales Intern, Quito, Ecuador   2021

- Managed client interactions and closed contracts using HubSpot CRM, improving engagement and retention.
- Organized customer management systems and facilitated contract closures, contributing to a successful launch of the Pelotea Care program.

Graduate Teaching Assistant, Wilfrid Laurier University, Waterloo, ON   2024 - Present

- Assisted professors in Econometrics and Microeconomics by coordinating course activities, supporting student learning, and grading assignments and exams for two courses.
- Worked closely with other Teaching Assistants to ensure fairness, consistency, and timely completion of grading tasks.

Teaching Assistant, Universidad San Francisco de Quito, Ecuador   2020 - 2021

- Developed comprehensive course materials and assisted in grading for over 100 students, enhancing their performance through a clear syllabus and effective time management.
- Organized academic events aligned with the project initiatives of the Economics Student Association, including reading sessions with professors of economic thought, the Freedom Week events, and meetings with CAF to explore future work opportunities.

SKILLS DEVELOPED THROUGH EDUCATION AND EXPERIENCE

Data Analysis and Visualization: Expertise in data preparation, cleaning, analysis, reporting, and dashboards using Python, STATA, Excel, Power BI, and R.

Process Improvement and Management: Focus on workflow optimization, system automation, and resource utilization to enhance efficiency and team performance.

Planning and Organization: Strength in organizing and analyzing plans, financial data, and resources to achieve goals with clear strategies.

Event Coordination and Teamwork: Experience in event planning, collaboration, and effective communication to meet objectives and ensure smooth operations.

Sales and Customer Engagement: Proficiency in customer relationship management, contract closures, and CRM tools like HubSpot to improve engagement and retention.

Languages: Fluent in English and Spanish.