

Stéfano Zurita Pérez

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Highlights of Skills and Qualifications:

- **Data Cleaning & Preparation:** Experienced in data cleaning and manipulation using **Excel functions** and **Python** programming, ensuring accuracy and readiness for analysis.
- **Advanced Excel Skills:** Proficient in Excel, including the use of **macros, pivot tables, and VLOOKUP** functions for **data analysis and process optimization**.
- **Customer Service Expertise:** Hands-on experience in managing customer interactions and services using **HubSpot CRM**, improving client engagement and retention.
- **Data Visualization & Dashboards:** Skilled in creating interactive dashboards and visualizing data using **Power BI** to support decision-making and performance tracking.

Experience:

Process Supervisor 1 (Promoted from Process Executor) – EPMMOP

February 2023 - June 2024:

- **Promoted from Process Executor to Supervisor** based on outstanding performance in managing the Annual Operational Plan and resource allocation, using process optimization with Excel.
- Led the development and implementation of **data-driven dashboards using Excel and Power BI**, enhancing decision-making processes across departments.
- Managed **budget tracking and planning**, collaborating with cross-functional teams to ensure accurate reporting and project execution.

Process Executor 1 – EPMMOP (Public Company of Public Infrastructure)

April 2022 - February 2023:

- Assisted in the issuance of certifications for the Annual Operational Plan resources and **monitored the proper execution of the plan**.
- Supported **budget report preparation**, ensuring accuracy and adherence to the planning process.

Commercial Intern - Pelotea

August 2021 - November 2021:

- Managed sales and **customer relations through HubSpot**, increasing client engagement.
- Organized customer management systems and facilitated **contract closures**, contributing to a successful launch of Pelotea Care program.

Teaching Assistant for Economic Thought – Universidad San Francisco de Quito

September 2020 - May 2021:

- Developed course materials and assisted in grading for over 100 students, improving overall performance of the students.
- **Organized academic events** and syllabus management for economics courses.

Education:

- **Master of Arts in Business Economics** (2026) – Wilfrid Laurier University
- Master in Information Systems with a specialization in Business Intelligence and **Data Analytics** (2024) – Universidad Internacional del Ecuador
- **Google Data Analytics** Professional Certificate (2024)
- Bachelor's degree in **Economics** (2022) – Universidad San Francisco de Quito (USFQ)
- High School Degree (2017) – Colegio San Gabriel