

VERONICA CHAVES

• JR. PROGRAMMER & DATA ANALYST •

PROFILE

I am a self-starter analyst with the ability to multi-task and juggle competing priorities with a high level of detail and accuracy. Over 7 years of experience in the airline industry and a proven ability to work independently and as part of a team.

EDUCATION

Dec 2023 • La Salle College
Information Technology Programmer Analyst

2021 • EAN University
Business Intelligence & Big Data Diploma

2020 • EAN University
Modern Languages & Digital Communication
Bachelor

WORK EXPERIENCE

Jan 2023 - I2C Inc

Present Customer Service Representative, Montreal

- Provide customer support to consumer cardholders through phone and email.
- Efficient communication with relevant groups and timely reports to response customer inquiries.
- Analyze and troubleshooting reported issues on call, following SOP's and staying abreast with regulations and best practices.

2019 - Air France - KLM

Dec 2021 Regional Pricing Analyst - MIDAME

- Collect clean and preprocess relevant data, such as historical pricing, sales, and market data from various sources.
- Define fare levels and conditions that are optimal for different distribution channels.
- Develop pricing strategies based on the analysis of historical data and forward looking.
- Continuously monitor and test filed fares in the system to ensure they align with the defined pricing strategies.
- Effectively communicate pricing strategy to management and teammates.

2017-2019 Air France - KLM

Market Sales Support Operations - Colombia

- Manage direct sales, corporate accounts, groups and after sales support to B2C, B2T and B2B.
- Ensure follow up with various departments: accounting, customer service and products, internal and external partners and work with them closely.

PERSONAL PROJECTS

- Image-text recognition: Python
- Grocery expenses: React JS
- Student Management Portal: C#, MSSQL
- Bankify: Android, Java, XML, Firebase

SKILLS

- MSSQL, MySQL, PLSQL
- Python, C#, Java, React JS
- HTML, CSS, JavaScript
- MS OFFICE
- Active listening
- Business acumen
- Systematical approach
- Time management

LANGUAGES

English | French | Spanish



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