

LILIANA ZULETA

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CUSTOMER SERVICE SPECIALIST | DATA PROFESSIONAL

Success focused, customer-focused professional looking to start a new career. Effective working in a fast-paced environment where managing time and priorities are critical to bring projects forward. Highly dedicated and adaptable with an elevated sense of responsibility. Known for being insightful, optimistic, a good listener, and a passionate volunteer.

Strong Computer Skills (Microsoft office suite) | Self-directed Active Learner | Spanish speaker
Collaborative Team Player | Detail-oriented | Microsoft Excel

SELECTED ACCOMPLISHMENTS

Collaboration and Teamwork

- Organized a volunteer / teambuilding event for Resource and Development Division; 14 coworkers assisted CNIB with garden maintenance.
- Provided data interpretation to geologists required for accurate models, allowing better operational planning, which increased initial resource 20%.
- Reduced time of team decisions 40 % by implementing summary sheets in Power Point, including maps, volumetric data, and chance of success for 48 prospective areas.

Communication and Interpersonal

- Front line customer support at city wide social centers. Support in different functions like processing material donations, assisting clients, and clients intake.
- Functioned as main contact during 2019 horizontal drilling campaign on 3 successful well trajectories at a cost of 1.5 million dollar.
- Planned and coordinated logistics for personnel training with internal and external instructors. One of the courses took place in Mexico with 2 Canadian instructors.
- Mentored 6 new professionals and students during their internship, helping them build knowledge / skills and advance projects.

Critical Thinking and Analysis

- Analyzed collected data for development optimization leading to changes in operation strategy that enhanced and stabilized oil production. This resulted in hitting production record in 2019.

- Advised on changes to data acquisition parameters to overcome adverse environmental conditions that could have affected quality. Resulted in 10 % enhancement.
- Made decisions on re-acquiring data for quality improvement; justified to clients and managers with % 80 approval rate.
- Controlled quality (QC) during data acquisition in different geographical areas, achieving information with high standards for processing center and clients.
- Processed field data for quality control purposes; used Access database to produce daily / weekly reports for client representative.

Project Management and Organizational skills

- Actively participated in a project to get approval from Alberta Energy Regulator (AER). Implemented a methodology to classify fault / fracture zones by probability of occurrence to reduce risk during operations
- Managed the Investigation on state-of-the-art techniques for processing and presented to team; this helped define best methods for processing multicomponent data.
- Utilized new technologies for reservoir characterization. Generated stratigraphic interpretation and fluids / good quality sands interpretation to identify 3 future prospect areas.

PROFESSIONAL EXPERIENCE

CNOOC INTERNATIONAL , Geoscientist, Calgary, AB	2010 - 2020
CHEVRON AUSTRALIA , Technical Assistant, Perth, Western Australia	2008 - 2009
PGS ONSHORE , Field Quality Control, Mexico	2004 - 2007

EDUCATION AND PROFESSIONAL DEVELOPMENT

IBM Data Science Professional Certificate (online, in progress)

Master of Science (MSc), Geophysics, University of Calgary, Calgary, Alberta, Canada

Bachelor of Science (BSc), Petroleum Engineering, Universidad Nacional, Medellin, Colombia