

Top Skills

JSON Web Token (JWT)

Payroll Processing Payroll

Analysis

Retool Developer at @Ontop | Computer Programming | Data Analytics

Buenos Aires, Buenos Aires Province, Argentina

Summary

I am deeply devoted to the study of programming technology, propelled by an unwavering passion for perpetual learning and personal development. Rooted in a steadfast dedication to achieving excellence and upholding a profound sense of accountability, my overarching objective is to perpetually refine my skills and make meaningful contributions to each endeavor I embark upon. I thrive in collaborative environments, valuing teamwork immensely, and draw upon my extensive experience collaborating with individuals from diverse cultural backgrounds. My profound interest in the ever-evolving landscape of technology extends particularly to the captivating realm of the cryptocurrency ecosystem, where I find myself continually intrigued and inspired.

Experience

Ontop

1 year 6 months

Retool Developer | Business Enhancement Analyst

September 2023 - Present (10 months)

United States

My overarching objective revolves around spearheading the transformation of Ontop into a thoroughly data-centric organization, thereby augmenting operational efficiency through the judicious utilization of insights derived from our expansive data reservoir. My commitment lies in diligently analyzing processes and data to realize the following multifaceted objectives:

- Pioneering the identification and subsequent resolution of recurrent issues plaguing our operations.
- Streamlining and automating labor-intensive tasks to liberate resources for more strategic endeavors.

- Elevating the precision and relevance of our reporting mechanisms through the adept utilization of advanced visualization tools such as Tableau and Power BI.
- Crafting and deploying meticulously tailored dashboards utilizing a synergy of SQL and Python to furnish Ontop with precise, real-time operational intelligence.
- Propelling Ontop's operations into the future by seamlessly integrating cutting-edge artificial intelligence and machine learning technologies, thereby unlocking new realms of efficiency and innovation.

B2C Support Specialist - Stellar Support Specialist

January 2023 - September 2023 (9 months)

I supported workers serving partner companies, emphasizing efficiency and earning high marks for quick responsiveness. I provided multilingual online support in Spanish, English, and Portuguese for smooth communication. Additionally, I developed bot flows and implemented metrics, tags, and dashboards to enhance customer service.

Venti

Customer Experience Analyst

November 2022 - January 2023 (3 months)

I assist users with various claims, ranging from uncredited transfers to coordinating ticketing for large-scale events. I maintain a keen interest in the cryptocurrency realm and continuously integrate innovative solutions to enhance user support processes. Additionally, I possess strong teamwork and adaptability skills, thriving in high-pressure environments and effectively collaborating with colleagues to achieve collective goals.

Ualá

1 year 9 months

Senior Customer Support Analyst

December 2021 - November 2022 (1 year)

I offer daily customer support, addressing user inquiries and concerns promptly and comprehensively, and providing precise guidance on our services. Committed to continuous learning and growth, I strive to enhance the customer experience by delivering the highest standard of service and support

Onboarding Agent

March 2021 - December 2021 (10 months)

I spearheaded the seamless onboarding process for new platform users, adhering meticulously to company and legal KYC guidelines in Argentina and Mexico. Collaborating closely with team members, I ensured alignment towards our objectives.

Education

EducacionIT

Data Analytics & Visualization, Data Processing

Coderhouse

SQL, Data Processing

Ada

Frontend Developer

Universidad Nacional de Hurlingham (UNAHUR)

Programming University Degree, Information Technology

Coderhouse

Cryptocurrencies and Fintech, Business