

Betula

EXPERIENCE

IT Support Specialist

06/2015 - 08/2018

- Oversaw the company's IT infrastructure, ensuring smooth day-to-day operations. Addressed and resolved over 1,000 tickets, maintaining a 98% user satisfaction rate. Introduced an automated backup system that ensured zero data loss incidents during my tenure.
- Hard skills: Network Management, Troubleshooting, Backup Solutions, Helpdesk Support.

Web Developer

09/2018 - 03/2021

- Tasked with redesigning the company's e-commerce platform to improve user experience. Collaborated with designers and stakeholders to ensure the website's functionality met business objectives. The new design resulted in a 30% increase in user engagement and a 15% boost in online sales.
- Hard skills: JavaScript, HTML/CSS, Web Design, E-commerce Integration.

Data Scientist

04/2021 - Present

- Working in a fast-paced tech startup focusing on big data solutions. Leading a team to develop machine learning models for predicting consumer behavior. Through the use of advanced analytics, contributing to a 20% increase in sales for the company. Collaborating closely with the engineering department to deploy models into production, ensuring scalability and performance.
- Hard skills: Python, Scikit-learn, R, GCP, Tensorflow.

SOFT SKILLS

Teamwork, Problem Solving, Analytical Thinking, Adaptability, Clear Communication, Client-Centric Approach, Project Management.

LANGUAGES

English, Spanish, French.