

Yeiko Andrè Gòmez

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Profile:

Focused on assisting management and team members to execute current processes and seek continuous improvement. Experience in data analysis, informed decision-making, knowledge of work methodologies, and expertise in administrative and operational processes.

Work Experience:

Operations

(CENMA)

Managed daily sales and distribution operations of vegetables to supply the distribution chain. Maximized product profitability for clients. Handled customer payments and managed product logistics in the warehouse. Administered financial resources according to needs.

Inventory Analyst

(Hyundai Uniauto - Autos Europa)

Responsible for monitoring inventory levels, analyzing data, and forecasting supply needs to ensure adequate stock levels. Participated in accountability meetings, supported supervisors and managers, took on assigned projects, and implemented methodologies.

Call Center Agent

(ATENTO Guatemala)

Demonstrated solid product knowledge and contributed to the development of customer service procedures. Resolved inquiries and issues to ensure a positive customer experience. Provided excellent support to Disney Plus customers.

(QA: 91 QC: 94)

Education:

Bachelor's Degree in Tech. & Business Administration.

Completed curriculum.

Universidad Galileo

Master in Operations Research.

Suspended.

Universidad Galileo

English Level: B1/B2.

Computer Skills: Advanced.

Customer Service: Outstanding

Professional Training:

- Professional and Communication Techniques
- Customer Service
- Assertive Communication
- Sales Process Effectiveness
- MOS Excel

Technical Skills:

- BSC / 4DX
- Excel (KPIs, metrics, specific reports, daily usage)
- Power BI (delivering results and reports)
- SQL (data manipulation and extraction)
- Tableau (Data visualization and metrics)