

24 years

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Storytelling
Design Thinking
Agile

ALDANA MORALES

EXPERIENCE

December 2016 – Present
Business Operations Senior Analyst • Customer Relationship Management • Accenture

I am the team lead of CRM Team in Buenos Aires. I am responsible of conducting quality analysis of CRM agents as well as reporting metrics and predictive analysis to our Leadership. I encourage collaboration on my team to help drive change and innovation on our daily processes using Accenture's FORM Methodology which includes Design Thinking, Storytelling and Agile techniques.

Since August 2019, I run and analyze reports to detect travelers who are uncompliant with North America immigration and tax laws and regulations, implementing solutions to minimize company's risk.

Since January 2019, I help manage critical incidents by coordinating with cross-functional teams and stakeholders. I perform the root's causal analysis for the critical/escalated cases and help build and implement best practices on different processes.

EDUCATION

March 2014 – Present
Degree in Social Work • Faculty of Social Sciences, University of Buenos Aires

- 25 subjects passed

LANGUAGES AND COMPUTING

Inglés: First Certificate in English (2014) University of Cambridge • Pass at Grade A
Microsoft Office: Word, Excel, Power Point, OneNote, Outlook, Sharepoint, OneDrive, Skype, MS Teams • Advanced level
Business software: SAP, Siebel Contact Center, CISCO Systems (IPCC, Jabber & CUIC), ServiceNow • Intermediate level

COURSES

September 2015 – April 2016: Workshop on "Transformation of Social Transformers". Training in: Leadership, Teamwork, Communication and conflict resolution, Being sustainable, Innovation and creativity, Ethics, Talent Development, among others.
Provided by CreerHacer - MetLife, Ciudad Autónoma de Buenos https://creerhacer.com/curso-de-transformadores-sociales/

May 2016: Voluntary participation and collaboration with the organization CreerHacer in the development of the "Barrio-Abierto" project in Villa 21-24, House of Popular Culture, Ciudad Autónoma de Buenos https://creerhacer.com/programas/