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Santiago De Chiara

EDUCATION

- ***Industrial Engineer*** [2009 - 2016]
  Universidad Tecnológica Nacional

- ***Bachellor of Economy and Management*** [1994 - 2008]
  Instituto San José de Morón.

LANGUAGES

- ***Spanish*** - *Native*

- ***English*** - Advanced (Cambridge First Certificate Exam)

- ***Chinese*** - Beginner (Universidad Tecnológica Nacional)

- ***Portuguese*** - Beginner (English Services Institute)

PROFESSIONAL EXPERIENCE

- Almundo.com (Online travel agency)
  [July 2017 – Present]
  Customer Satisfaction Senior Analyst – Customer Experience
  - Development and automation of management reports in Tableau.
  - Identification of customer behavior trends through KPI tracking.
  - Statistical analysis regarding NPS and relationship of the metric against key qualitative and quantitative variables of the company and the existing processes.
  - Development of diagnostics that add value to all areas to contribute to the improvement of the clients' experience.

- Paradigma Consultores Asociados (Engineering Consultancy)
  [August 2014 – July 2017]
  Throughout the three years that I worked at Paradigma, I participated in two projects. The first one was at Tenaris (oil & gas pipe supplier) and the second one at Santander Rio bank. Both are detailed below:

  [January 2017 – July 2017]
  Process Analyst – Transformation, Efficiency and Quality - Banco Santander Rio.
  - New digital platform implementation and monitoring.
  - Onboarding SMEs process re-engineering.
  - Cost benefit analysis development.
  - Presentations and reports preparation for internal and external clients.
  - Management control dashboard development

[August 2014 – December 2016]
Supply Chain Analyst – Field Services – Tenaris.
- Key performance indicators elaboration and progess monitoring.
- Management control system development.
- Invoicing process re-engineering.
- Root cause analysis.
- Profit & Loss elaboration.
- Cost analysis.
- Clients contractual analysis.
- North America & Eastern Hemisphere help desk.
- Change Management.
- Continuous improvement and problem solving.

- Gefco (Logistics corporation)
  [June 2012 – December 2013]
  Supply Chain Analyst – Logistics and Production
  - Key performance indicators elaboration and progress monitoring.
  - Logistic and production processes optimization.
  - Presentations and reports preparation for internal and external clients.
  - Handling material analysis.
  - Global standardization of manufacturing and logistic operational methods and procedures.
  - Inventory management.
  - Warehouse layout design.
  - Time Studies Performance.

EXTRA WORK EXPERIENCE

- Work and Travel USA
  Big Sky Resort, Montana, United States.
  [December 2010 – March 2011]
  [December 2011 – March 2012]
  [December 2013 – March 2014]
  Ticket Agent
  Dining Room Attendant
  Cashier

PROFICIENCY

- Office package
- PowerPivot
- Google Docs
- Google Analytics
- Tableau

INTERESTS

- Travelling
- Snowboarding
- Scuba diving