ALYELITH GORDON

20 Aug 1996

Quality Analyst

PERSONAL PROFILE

Associate Degree in Modern Languages, Advanced English, Intermediate Portuguese and Native Spanish. Organization and back-end tasks are my best skill. Coordinator and creator of SOPs on new processes to improve CX and Quality. Analysis of processes, products and their development through KPIs and skills to improve.

GET IN TOUCH

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WORK HISTORY

Quality Analyst

Cognizant, March 2018 to Present

Quality Analyst for Google My Business. Back-line tasks coordinator, auditor and processes analyst. SOPs creator, training, data analyst, client presentations and results communication.

Product Manager

Iron Management, Jan 2017 to Mar 2017

Product Manager in charge of processes coordination, results analyst and SOPs implementation. Assistance in HR, payroll and recruitment.

Logistics Manager

NutriWhite, Jan 2015 to Jan 2016

Coordination, delivery, implementation and monitoring of the test samples sent from Venezuela to United States. Assistance with IT.

ACADEMIC BACKGROUND

Capacitarte CABA, Buenos Aires 2019 -2020

Brand Management Course

IUTAV Caracas, Venezuela 2013 to 2015

Associates Degree in Modern Languages

LANGUAGES

- **Spanish**: Native
- **English**: Advanced/Bilingual
- **Portugues**e: Intermediate

SKILLS & ABILITIES

- Team Work
- Time Management
- Organization
- Decision Making
- Fast Learner
- Google Tools and Docs
- Spreadsheet - Excel
- Communication
- Presentation
- Adaptability