

# Giovani Rodriguez Uriostegui

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## EXECUTIVE SUMMARY

- Full stack developer oriented in developing business applications to improve processes and reduce time.
- Deep knowledge and experience in digital transformation and digital marketing strategies.
- Responsible for the migration from manual to digital processes using automated workflows and applications integrations.
- Lead generation experience using Chatbots, Sales funnels, RPA, landing pages and web API integration.
- Launched multiple cloud-based solutions in bot Azure and Google Cloud.
- In depth understanding of Workforce Management and its impact in Service Delivery and Customer Experience.

## PROGRAMING LENGUAJES

- HTML 5
- CSS 3 and SCSS
- JavaScript and Typescript
- SQL
- DAX
- Dart
- Node JS

## FRAMEWORKS AND TOOLS

- Angular
- React
- Node JS
- .NET Core
- Power Bi
- SharePoint
- Firebase
- SQL Server
- WordPress
- Flutter
- Google Cloud and Azure

## PROFESSIONAL EXPERIENCE

Sykes Enterprises Inc.  
IT IS Manager

June 2019 - Current

### Responsibilities:

- Responsible for software development for more than 14 clients.
- In charge of a team of 9 software developers and 7 database analysts.
- Implementing digital solutions on a local and regional level.
- Coordinate project implementations.
- Develop software to improve our employees and client experience.

### Key Accomplishments:

- Develop our local intranet using Angular 8 w/ material design and Google Firebase. Integrated with Azure AD. This application provided our workers with tools to view their paystub, communications, chat, task, along with some other key features based on requirements from HR from surveys to legal documents.
- Implemented our cloud based dialing system with Angular 9, .Net Core and SQL Server. The application included a scripting tool, QA tool and live reporting with power Bi. The integration was with various cloud-based system from Collab.
- Task tracking for software engineers. Develop in Angular 9, Angular Material, Angular FX layout and Firebase. The key features were a chat system, time tracking for each task that included a start, pause and finish button. Provided various analytics to find areas of opportunities based on developer, client and task.
- With previous experience in business intelligence, I was able to present a plan to improve the time and quality of IT IS projects. The project was approved, and I was provided with 6 new software developers and 3 database analysts.

Sykes Enterprises Inc.  
Manager of Business Intelligence

March 2019 – June 2019

### Responsibilities:

- Responsible of viewing, analyzing and improving business processes.
- Responsible of coordinating with information technology department and prepare designs for functional specifications.
- Responsible of providing technical support to various migration plan and monitor efficient use of specifications.
- Responsible of developing and maintaining applications and provide support to end users.
- Responsible of developing marketing strategies using new technologies using chatbots, landing page and automated flows.

### Key Accomplishments:

- Reduce response time for contacting a candidate from days to minutes using chatbots and self-service internal application that integrates automated workflows.
- Automation of reports from excel to interactive power bi reports
- Creation of companies landing page with various integrations to facilitate the attraction of talent.
- Develop a more transparent and accurate process for invoicing our clients using ETL processes that merges all the data from different systems.

**Sykes Enterprises Inc.**  
**Manager of Quality Control**

**August 2018 – February 2019**

Responsibilities:

- Responsible to ensure that processes are properly designed to enable clean and accurate data.
- Responsible for developing personalize business applications.
- Managed audit team to support and align efforts to meet customer and business needs.
- Responsible of identifying improvement opportunities (proactive and reactive).
- Responsible for the implementation of the Quality Plan and Quality Control Plans on site.
- Responsible of identifying ways to increase adoption and customer satisfaction.

Key Accomplishments:

- Implementation of Quality Management System, this reduced cost due to the elimination of waste.
- Created applications to improve controls on payments of agents not in production.
- Implementations of various applications for auditing purposes.

**Global Telesourcing**  
**Senior Business Analyst**

**May 2018 – July 2018**

Responsibilities:

- Responsible of formulating ways for businesses to improve, based on previous research.
- Oversee the implementation of new technology and systems.
- Persuade internal and external stakeholders of the benefits of new technology or strategies.
- Responsible of analyzing the structure of a business, how it uses technology and what its goals are using data modelling techniques.
- Responsible of running workshops and training sessions.

Key Accomplishments:

- Developed internal intranet using Microsoft SharePoint applications that improved data collection.
- Implemented automated reports using BI tools to reduce time of report building.
- Standardize dialing strategies to increase the amount of sales per database.
- Implemented Business intelligence department to improve data and reports.

**Global Telesourcing  
Quality Coordinator**

**January 2018 – May 2018**

Responsibilities:

- Responsible of the design of call monitoring formats and quality standards.
- Responsible of coaching and developing staff.
- Responsible of presenting and/or communicating initiatives, results, and analyses to multiple levels of management, subordinates or to customers
- Responsible of using quality monitoring data management system to compile and track performance at team and individual level.
- Responsible of participating in customer and client listening programs to identify customer needs and expectations.

Key Accomplishments:

- Won the award from SXM for best compliance sales and auto fail improvement.
- Created various training plans to improve conversion rates
- Employee of the month.

**Global Telesourcing  
Quality Analyst**

**June 2017 – December 2018**

Responsibilities:

- Responsible of Coordinating and facilitating call calibration sessions for call center staff.
- Responsible of coaching and developing sales agents.
- Responsible of providing feedback to call center team leaders and managers
- Responsible of preparing quality reports
- Lead and developing trainings

Key Accomplishments:

- Employee of the month 2 times.

**EDUCATION**

High School

- Fenton High School
- Colegio de Bachilleres

Middle School

- Black Hawk Middle School