



Laura Silva

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LINKS

- www.linkedin.com/in/laura-silva-70249a113

PROFESSIONAL SUMMARY

Computer scientist. Profile oriented to the manage of databases through SQL, the creation of web applications using HTML, CSS and JavaScript, and the creation of applications using C#, mostly with windows forms. Seeking to strengthen each of the skills and keep learning every day.

Industrial engineer. Profile oriented to the planning, organization, direction, and control of productive processes according to lean manufacturing methodology. Trained and experienced in marketing as regards customer service and management in English. Person with high capacity for adaptation and learning. Active, dynamic, responsible, and easily for personal relationships. Ability to work as a team, creative, and organizational dynamism. Professional interest oriented to the management of digital packages.

SKILLS

- Process optimization
- Lean methodology
- International sales support
- Quick learner
- MS Office proficiency
- Empathetic and genuine
- Order fulfillment
- Attention to detail
- Waste reduction
- C++
- C#
- HTML
- CSS
- SQL

LANGUAGES

- Spanish (Native or bilingual proficiency)
- English (Advanced)
- French (Basic)

ASSOCIATIONS

- **INT (Innovators in Technology)** - LaSalle College Computer Science Students Association - Since August 2021

WORK HISTORY

VIRTUAL ADMINISTRATIVE ASSISTANT

04/2019 to 05/2021

Importadora Ebay & Amazon | Remote

- Analyzed and compiled data to prepare comprehensive reports for management
- Completed administrative tasks by performing business correspondence, transcription, and data entry
- Publish products that were necessary for business on eBay with their respective description and according to preferences and business needs
- Place orders and redeem gift cards on Amazon
- Search for perfect images of products to be published

- Contact customers via chat to make sure payment is made correctly
- Answer customer questions via chat
- Make use of Microsoft Office to keep track of business metrics
- Achieve a minimum of sales per week
- Order office supplies and maintain inventory

ENGLISH TEACHER

02/2018 to 11/2018

INGLÉS EN EL COLEGIO | Bucaramanga, Santander

- Kept classroom organized, clean, and safe for all students and visitors
- Administered assessments and standardized tests to evaluate student progress
- Led interesting and diverse group activities to engage students in course material
- Prepared and implemented lesson plans covering required course topics

INDUSTRIAL ORGANIZATION CONSULTING ENGINEER

07/2017 to 07/2018

METALLAN S.A.S | Bucaramanga, Santander

- Recommend on the most efficient disposal of facilities, machinery, and equipment
- Develop and direct time studies and work simplification programs
- Plan and design the distribution of plants and facilities
- Generate manufacturing, administration, and technology strategies
- Organized information by studying, analyzing, interpreting, and classifying data
- Directed manufacturing process and operational efficiency procedures to achieve goal of first run capability
- Managed continuous improvement initiatives to drive gains in quality, flow, and output
- Applied lean practices to balance workflow and eliminate unnecessary steps
- Planned, organized, and monitored resources to ensure efficient use of labor, equipment, and materials

SALES AGENT

08/2017 to 01/2018

ACCEDO | Bucaramanga, Santander

- Make known characteristics, benefits, and prices of products
- Contact by telephone or by electronic means people and businesses and promote the sale of goods and services; investigate or verify the information
- Offered each customer top-notch, personal service, and polite support to boost sales and customer satisfaction
- Informed customers of promotions to increase sales productivity and volume

EDUCATION

Computer Science - Programming
LaSalle College, Montreal, QC

EXPECTED IN 2024

Bachelor of Science | Industrial Engineering 11/2018
Universidad Pontificia Bolivariana Seccional Bucaramanga, Santander

ACCOMPLISHMENTS

- EXCELLENT PERFORMANCE AS AN AGENT. This certificate is presented with pride for honorable achievements for being one of the best agents of the floor in ACCEDO / [24] 7, 2017
- THIRD POSITION IN THE EXHIBITIONS OF NÚCLEO INTEGRADOR OF SEVENTH SEMESTER OF INDUSTRIAL ENGINEERING, 2016, GRANTED BY THE FACULTY OF INDUSTRIAL ENGINEERING OF THE UPB, BUCARAMANGA

CERTIFICATIONS

- IT ESSENTIALS BY CISCO, DECEMBER 2021.
- COURSE OF MANAGEMENT SYSTEM OF SAFETY AND HEALTH AT WORK SG-SST, SENA, MARCH 2019, 50 HRS
- ADVANCED AND FINANCIAL EXCEL GRADUATE, MULTICOMPUTO, FEBRUARY 2019, 40HRS
- COURSE OF ADMINISTRATION OF HUMAN RESOURCES, SENA, JUNE 15, 2017, 40 HRS
- LABORATORY OF INDUSTRIAL PROCESSES, SENA, SEPTEMBER 26, 2015, 18 HRS
- ENGLISH COURSE (INTENSIVE) HARVARD EXTENSION SCHOOL OF ENGLISH, BOSTON – MASSACHUSETTS, USA, SEPTEMBER – DECEMBER 2012
- ENGLISH COURSE (INTENSIVE), NEW ENGLAND SCHOOL OF ENGLISH, BOSTON – MASSACHUSETTS, USA, JUNE – AUGUST 2012