

First of all, thank you for the opportunity to participate in this event and recruitment process.

My name is Nibaldo Valdés, and I am a qualified professional with a degree in Industrial Civil Engineering (UTFSM, 2016) and Biochemical Civil Engineering (UCV, 1995), along with postgraduate studies and a specialization in business management.

I have professional experience across a range of industries, including telecommunications, finance, asset and real estate valuation, debt collection, telesales, IT, consulting, mining, healthcare, mutual insurance, legal services for individuals, and private healthcare and pharmacy.

I possess advanced knowledge in management control, business intelligence, and digital marketing. My approach to work is highly focused on the development and intensive use of information technologies and statistical analysis, aimed at continuously defining and implementing improvement actions.

I have served as a Project Manager in over 30 successful implementations of management and information systems, covering areas such as ISO 9001, 14001, and 18001, COPC, ITIL, CMMI, and CRM. Throughout these projects, I consistently applied PMO and Scrum control and management methodologies.

I have teaching experience in the Department of Industrial Engineering at Federico Santa María Technical University, where I have taught courses in Accounting, Finance, Project Management, and Business Intelligence.

I have experience with a wide range of applications and information technologies, including Advanced Excel, Power BI, Office 365, Google Suite, CRM, ERP, GIS, E-Commerce, WordPress, Odoo Web ecosystem, Analytics, SQL databases, Python, GPT Chat and AI models, social media platforms (RRSS), WhatsApp, IP telephony, and both Windows and Linux operating systems.

About my career path.

Since January 2024, I have been working at TASANDO.COM as a Financial Appraiser and Project Engineer, where I am responsible for managing commercial activities and providing financial consulting and asset valuation services. During my time in this role, I have successfully completed over 50 appraisal and advisory processes, assisting both individuals and businesses with their specific needs.

From March to November 2023, I worked at TARJETA DIGITAL PREPAGO TAPP – CAJA LOS ANDES as the Product Manager of Channels. In this role, I was responsible for planning, managing, and overseeing the customer service process (SAC) across various communication channels, including phone, WhatsApp, Instagram, and Facebook. Among my key achievements were the modeling of processes and implementation of telephone control dashboards and SAC ticketing systems, the development of an intranet for information, training, and contact center

management, and the establishment of operational processes for controlling SAC channels. Additionally, I managed reporting according to specific requirements.

From November 2020 to January 2023, I worked at LIGA CHILENA CONTRA LA EPILEPSIA, where I held two positions:

1. **Position:** Consultant for Customer Contact Channels: I was tasked with diagnosing telephone management practices and improving the overall user experience. Key achievements during this period included:

- Mapping processes and producing a comprehensive report titled “Diagnosis and Improvement Recommendations.”
- Installing and configuring the telephone platform systems, including Asterisk, Issabel, Flash Operator, and Asternic.
- Successfully implementing the CRM system Vtiger.

2. **Position:** Contact Center Platform Manager.

In this role, I was responsible for planning, managing, and overseeing the patient care process, as well as handling both telephone and online sales. Some of my key achievements include:

- Training and development of the team.
- Monitoring and controlling critical performance metrics, including abandonment rates, service levels, TMO, productivity, quality, and customer satisfaction.

- Managing telephone and online sales channels effectively.
- Delivering results for the Contact Center, as demonstrated in the 2021 Annual Report video presented by the General Manager of Chilean League against Epilepsy.