

José Martín Acosta

Business Administration & Computer Science Student

Profile

Business Administration & Computer Science student with a strong numeric background and a big passion for cloud computing and data analytics.

Experience

Aras Sivied SA, Executive Assistant

January 2020 - August 2020

- Implemented Excel and Macros solution, which speeded up the delivery of associates payments report up to a 50%.
- Performed a range of administrative duties from invoice control to generating different reports for upper management.

AWS, Technical Customer Service Associate

January 2022 - Present

- Rank among the Top 15 (out of 300 agents) Top performers in the month of May by providing excellent service to clients.
- Be the top performer in the onboarding team (22 people) in three consecutive weeks.
- Provide support to a wide range of external customers helping them understand what Cloud Computing is all about.
- Deliver innovative customer service to address billing, account access and authentication inquiries, general resource management and fundamental technical support to customers.

Education

TEC, Electronic Engineering

February 2015 - December 2018

- 40 % completed

UNED, Bachelor in Business Administration

January 2020 - May 2023

- 80 % complete with an Associate Degree Achieved

UNED, Computer Science

May 2022 - May 2024

- Approximately 22% completed

Personal Information

linkedin.com/in/jose-martin-acosta

d18qusgtjlx6yp.cloudfront.net

Soft Skills

- Fast Learner
- Creative
- Teamwork
- Working under pressure
- Conflict resolution

Hard Skills

- JavaScript
- Python
- Power BI
- Microsoft Excel
- AWS Cloud Services
- Linux

Achievements & Certifications

- Graduated with honors from the Administration Associate's Degree
- Solutions Architect Associate
- Flutter & Dart -The Complete Guide
- Power BI – Data Analysis & Business Intelligence
- Transformational Leadership & Soft Skills Program.

Languages

English: Advanced

Spanish: Native