MARÍA PAZ GARCÍA UMAÑA

ENTRY-LEVEL SYSTEMS ANALYST | TECHNOLOGY OPERATIONS | BUSINESS PROCESSES

San José, Costa Rica | +506 8855 7836 | maripazu03@gmail.com

PROFESSIONAL SUMMARY

Final-year Computer Systems Engineering student (expected graduation: May 2027) with experience in operational reporting, Excel, Power BI, CRM, business information management and process tracking. Has supported CyberBalance with website upkeep, CRM workflows and client records, and collaborated with professors on university database and server maintenance projects. Academic foundation in SQL, requirements analysis and Scrum. Seeking entry-level systems analysis or technology operations roles.

TECHNICAL SKILLS

Business processes: Operational follow-up, documentation, information controls, cross-functional coordination and continuous improvement.

Data and reporting: Excel (filters and pivot tables), Power BI, Power Query, KPIs and reporting.

Business systems: CRM, Microsoft 365, application issue follow-up; basic SAP familiarity.

Technical coursework: Requirements analysis and modeling, SQL, Oracle and software development fundamentals.

Methods and productivity: Scrum Fundamentals, Trello, Design Thinking and responsible AI-assisted work.

PROFESSIONAL EXPERIENCE

PANAPLAST S.A. | Management, Operations and Digital Support Assistant | Sep 2025 - Present

- Maintain Excel-based operational records and documentation to support activity tracking.
- Help follow up on issues and requests involving electronic invoicing, CRM and digital business applications.
- Prepare operational reports and coordinate information across departments.
- Since August 2026, assist with planning digital communications and reviewing performance metrics for company brands.

CORPORACIÓN LATITUD PICK UP | Administrative and Accounting Assistant | Jun 2024 - Sep 2025

- Created Excel and Power BI reports from customer, sales and inventory records.
- Used CRM tools to manage customer information and track business requests.
- Supported accounting records, inventory and coordination with customers and suppliers.

CIELO VERDE SUBLIMACIÓN | Administrative and Marketing Assistant | Mar 2020 - Dec 2023

- Maintained customer and order data in Excel and handled requests across digital channels.
- Supported administrative tasks and order follow-up.

TECHNOLOGY COLLABORATIONS AND PRACTICAL EXPERIENCE

CyberBalance | Digital Operations and CRM Support: Supported CRM workflows, organization and follow-up of client information, and basic corporate website maintenance.

Universidad Fidélitas | University Projects with Professors: Assisted professors with university projects involving databases and server maintenance.

RELEVANT ACADEMIC PROJECTS

Requirements Analysis and Technology Solutions: University coursework in requirements analysis and modeling, client-server applications and solution design.

Business Analytics and Data Modeling: Academic data warehousing, dimensional modeling and business-oriented data analysis.

- Reto Marte - Universidad Fidélitas: 2nd place in her second participation and 7th place in her first; logical problem-solving under time pressure.

EDUCATION

Universidad Fidélitas, Costa Rica | B.S. in Computer Systems Engineering, in progress | Jan 2024 - May 2027 (expected)

TRAINING AND CERTIFICATIONS

- Cisco Networking Academy coursework: CCNA Introduction to Networks; Switching, Routing and Wireless Essentials; Cybersecurity Fundamentals; Introduction to IoT.
- Scrum Fundamentals Certified (SFC) - SCRUMstudy; Design Thinking - CertiProf.

LANGUAGES

Spanish: native | English: intermediate, actively improving.