SEBASTIÁN NICOLÁS MORENO GONZÁLEZ

Business Engineer (graduated 2026)

Commercial Management · Operations · Data Analysis · Customer Experience
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PROFESSIONAL PROFILE

Business Engineer, graduated in 2026 from Universidad Mayor, ranked 10th in his class, and currently completing a Diploma in Commercial Management at Pontificia Universidad Católica de Chile. An entrepreneur since high school, he financed his studies while working in sales, on operational projects for Coca-Cola and Walmart, in corporate training, and in customer service in New York. Certified Professional Firefighter since 2020, with leadership, discipline, and the ability to make decisions under pressure. Proactive and eager to learn, he is looking to join a trainee program or take on his first professional role in commercial, operations, or management, to grow and contribute from day one.

KEY SKILLS

Commercial management & sales · Customer service & experience · Data analysis (Excel, Power BI) · Management control · Operations & continuous improvement · Foreign trade · Negotiation · Project management · Risk prevention & safety · Working under pressure · Applied artificial intelligence · English

EDUCATION

Business Engineer — Universidad Mayor **2026**
- **Ranked 10th in his class.** Bachelor's Degree in Business Administration Sciences.

Diploma in Commercial Mgmt. — Pontificia Universidad Católica de Chile **In progress**

WORK EXPERIENCE DURING HIS STUDIES

Training Coordinator — AC-CAP, Training Company **Nov/2025 – Aug/2026**
- Coordinated corporate training programs end to end: scheduling, instructors, participants, and logistics.
- Managed relationships with corporate clients, from needs assessment to follow-up, and drove improvements in processes and training materials.

Customer Service & Animal Care Staff — Pet Hotel, New York, USA **Dec/2024 – Mar/2025**
- Worked for three months in the USA serving clients of different nationalities in English, under US market service standards.
- Was responsible for the care and wellbeing of guests, complying with hygiene and safety protocols.

Operations Analyst — Retailatam **Apr/2024 – Jul/2024**
- Took part in operational projects for Coca-Cola and Walmart, leading consumer goods and retail companies.
- Analyzed operational data to identify efficiency opportunities and supported the implementation of improvements with cross-functional teams.

Real Estate Broker — Inmobiliaria Los Nogales de Chicureo **Dec/2018 – Feb/2019**
- Managed property sales end to end: customer service, commercial strategy, negotiation, and closing.

ENTREPRENEURSHIP

Founder — Import & Sale of Products (own venture) **Ongoing**
Started during high school and still running today.
- Imports products from abroad and sells them in Chile, managing international suppliers, logistics, and foreign trade documentation.
- Sets prices, costs, and sales and digital marketing strategies, with a full business vision developed from an early age.

VOLUNTEERING & SAFETY CERTIFICATIONS

Certified Professional Firefighter (volunteer service) **2020 – Present**
First Rescue Company, Conchalí-Huechuraba Fire Department
- Certified after completing a one-year competency program. Specialized in vehicle and urban rescue, responding to real emergencies under command and safety protocols.
- **Certifications:** First Response to Hazardous Materials Incidents (HazMat), Electrical Hazards, Flammable Gas Emergency Control, CPR, and Stop the Bleed.

LANGUAGES, TOOLS & AVAILABILITY

Languages: Native Spanish · Intermediate-advanced English, with work experience in the USA.

Artificial intelligence: Claude, ChatGPT, Microsoft Copilot, and Gemini

Data & office tools: Excel and Power BI (intermediate level) · Microsoft Office (advanced level) · Google Workspace

Other: Class B driver's license · Immediate availability and willingness to travel within and outside Chile.