

JOSE JOAQUIN CASTELLON

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EDUCATION

YALE SCHOOL OF MANAGEMENT

New Haven, CT

Master of Business Administration (MBA), STEM Certified Program

2024

- Clubs: Investment Management, Data Analytics, Association of Hispanic & Latin American Students

PONTIFICIA UNIVERSIDAD CATÓLICA DE CHILE

Santiago, Chile

Bachelor of Science (BS), Industrial and Electrical Engineering, Summa cum laude

2016

- Teaching assistant: Automatic Control, Electromagnetic Theory, Signals – Systems

PROFESSIONAL EXPERIENCE

EBAY

San Jose, CA

Technical Product Manager (MBA Intern), Payments - Protections

Summer 2023

- Led the redesign of Authenticity Guarantee returns workflow by leveraging data insights and collaborating with design, content, and engineering teams

BANCO SECURITY (*Chilean publicly-listed bank*)

Santiago, Chile

Segment Manager, Business Development Unit

2019 – 2022

- Reduced time invested to obtain data regarding Chilean government Covid relief credit support package by 50% (4 hours/week) by developing an internal system to consolidate loan information for legal department
- Saved business development team 3 hours/week of manual data collection by working with account executives and BI team members to prioritize KPIs, identify data sources, and create dashboards
- Created new analysis tools with SQL and Excel pivot tables for Chief Representative Officer for Hong Kong to develop links and strengthen relationship between Chilean companies and Chinese market
- Attracted new customers and identified business opportunities by collaborating with product managers and account executives to design and implement 3 national marketing campaigns

LATAM AIRLINES GROUP (*Largest airline in Latin America*)

Santiago, Chile

Senior Analyst, Revenue Management

2018 – 2019

Analyst, Revenue Management

2016 – 2018

- Increased sales revenue by \$USD 600 thousand (+50%) over initial projections by creating follow-up reports and strategies tailored to the Sao Paulo market during launch of an Argentina-Brazil route
- Achieved top 5% company-wide revenue optimization for flight routes by developing and implementing a dashboard of KPIs including yield, load factor, and market share; shared dashboard with analysts
- Enabled Revenue Management team to manage 33% more routes by delivering mathematical prediction models for a project involving BI, IT, and Operations Research teams
- Managed an annual aggregate revenue of \$USD 280 million by supervising 13 South American routes and collaborating with staff from 9 different countries to ideate and execute pricing strategies

ADDITIONAL INFORMATION

- **Skills:** SQL, R, Microsoft Office Suite, VBA, Git, Matlab, Python, Statistics (A/B Testing, Cluster Analysis, Regressions)
- **Languages:** English (fluent), Spanish (native)
- **Volunteering:** Jóvenes Sin Fronteras (Youth Without Borders), 2011-2015
- **Online courses (Coursera):** Financial Markets (Yale University), Python for Everybody (University of Michigan), Introduction to DevOps (IBM), Introduction to Agile Development and Scrum (IBM)
- **Interests:** Classic Films (watched every Academy Award winner since 1929 inception), Horticulture