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## SUMMARY

Experienced data analyst with over four years in business analysis and performance strategy. Skilled in conducting complex quantitative assessments, collaborating closely with teams, and creating insightful dashboards. Proficient in SQL and programming for data mining and visualization, dedicated to ensuring high standards of data quality and integrity. Effective technical lead who enhances project outcomes through problem-solving and innovation. Eager to bring expertise to Innovative Data Solutions and contribute to impactful projects that drive business value.

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## EXPERIENCE

### Data Analyst

September 2022 - Present

Tech Solutions Inc.

*Remote*

Conduct in-depth analysis on sales and customer performance metrics. Manage comprehensive data analytics tasks including mining and visualization. Collaborate across departments to ensure projects align with strategic objectives.

- Analyze complex datasets, translating findings into actionable insights for stakeholders.
- Utilize SQL to create reports that inform decision-making within the organization.
- Develop visualizations to represent data trends and improve client understanding.
- Monitor data quality, applying best practices in management and reporting.

### Business Intelligence Analyst

June 2020 - August 2022

Insightful Analytics Corp.

*Remote*

Led projects focusing on enhancing data-driven decision-making processes through effective data visualization and analytics. Collaborated with cross-functional teams for successful project implementations.

- Designed and developed interactive dashboards for real-time data analysis.
- Engaged with key stakeholders to ascertain data requirements and provide tailored solutions.
- Maintained focus on data governance and security protocols during analysis.
- Provided training sessions for team members on utilizing analytics tools effectively.

### Junior Data Analyst

January 2019 - May 2020

Data Insights LLC

*Chicago, IL*

Supported data analytics functions by assisting in database management, querying, and report generation. Contributed collaboratively toward continuous improvement of data operations.

- Assisted with compiling and analyzing customer feedback data for services improvement.
- Created automated scripts in SQL to streamline data extraction and cleaning processes.
- Participated in developing data collection methods and systems.
- Documented processes clearly and contributed to project presentations.

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## PROJECTS

### Sales Performance Dashboard 📅 January 2023

Created a dashboard to visualize sales data over various periods, improving tactical visibility into sales strategies. This tool empowered managers to adjust plans based on real-time insights, leading to enhanced sales effectiveness.

### Customer Satisfaction Analysis 📅 August 2022

Conducted an analysis of customer satisfaction surveys resulting in recommendations that improved service delivery by addressing key pain points raised by clients. Resulted in higher retention rates and improved overall experiences.

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## LEADERSHIP & AWARDS

- Employee of the Month – April 2023
- Best Innovation Award – 2022

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## EDUCATION

Bachelor's Degree in Computer Science

**Coursework:** Database Systems, Statistical Analysis, Algorithms, Programming Languages

## CERTIFICATIONS

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- Certified Data Management Professional 📅 2023
- SQL Certification 📅 2022

## TECHNICAL SKILLS

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- **Data Manipulation Tools:** SQL, R, Python
- **Data Visualization Software:** Tableau, Power BI, Excel
- **Analysis Tools:** SAS, SPSS, MATLAB
- **Project Management Tools:** JIRA, Trello, Asana
- **Databases:** MySQL, PostgreSQL, Microsoft SQL Server
- **Quality Assessment Techniques:** Six Sigma, Kaizen, LEAN
- **Programming Languages:** C#, JavaScript, HTML
- **Version Control Systems:** Git, Bitbucket, GitHub
- **Data Governance Practices:** ISO Standards, GDPR Compliance, SOX Compliance
- **Cloud Platforms:** AWS, Azure, Google Cloud

## SKILLS

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|---------------|----------------------|--------------------------|--------------------------|
| • .NET        | • Data Visualization | • Data Quality Assurance | • Stakeholder Engagement |
| • SOA         | • Programming        | • Collaboration          | • Reporting              |
| • SQL         | • Dashboard Creation | • Analytics              | • Security Management    |
| • Data Mining | • Problem Solving    | • Predictive Modeling    | • Technical Writing      |

## PROFESSIONAL AFFILIATIONS

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- Member of Chicago Data Professionals
- Volunteer at Tech For Good

## LANGUAGES

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- English (Native)
- Spanish (Intermediate)

## ADDITIONAL INFORMATION

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**Work Status** : Authorized to work in United States. No sponsorship required.

## REFERENCES

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AVAILABLE ON REQUEST