Cristian Vargas

I am currently working for one of the largest ride-share companies in the United States, looking to merge some of my current skills with data analytics. I am fascinated by all the new skills I've learned at the Nashville Software School, and I'm seeking an opportunity to continue growing, make an impact, and strengthen my data analytics skills.

Bilingual Data and Operations Analyst

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GitHub / LinkedIn

EXPERIENCE

Nashville Software School — *Data Analytics Apprentice*

01/2021 - Present

- Intensive boot camp offering real-world data and experience on how a data analyst can maximize workflows, tell stories with data, and think outside the box for solutions.
- Clean, manipulate, and analyze data in Excel, SQL, and Python.
- Create presentations, dashboards and marketing materials through Tableau and Power BI.
- Working individually and as teams to come up with solutions for real-world problems.

Lyft Headquarters — *Bilingual Outreach Innovation Associate*

04/2018 - Present

- Cold call new business leads through ring DNA and take appointments through Calendly for new clients, taking them from their application stage to completing their Lyft Business account, enabling at least 10 accounts per day.
- Verify that businesses are legit through Lexis Nexis to prevent fraudulent accounts from being activated and track all communication through Salesforce.
- Provide the business administrator with training and answer any questions about setting the account up, while being proactive to get every account to at least 20 rides per quarter.
- Create and adjust reports that reflect teams impact daily, weekly and monthly.
- Create resources to improve and maximize productivity in a way to increase activations per week, and update changes on our team's page accordingly.
- Translate outreach campaign content for Outreach team in order to have a larger audience to target.

Permanent General Assurance Corp — Bilingual Customer Service Representative II

03/2018 - 04/2019

- Assisted customers with questions regarding policy billing, coverages and claim status.
- Processed changes to policies such as adding or replacing vehicles, increasing coverage limits, adding or deleting drivers.
- Pay close attention to customer needs in order to have a first time resolution.
- Processed missing documents in order to reinstate or issue a policy.
- Maintained a call handle time average of 5 minutes.
- Maintained adherence above 90% reflecting attendance, accuracy and quality assurance.
- Assisted with generating binders, ID cards, letter of experience, and contacting DMV for state filings.

SKILLS

Bilingual: English/Spanish

Data Entry

SQL (PostgreSQL)

Python (Jupyter Notebooks)

Tableau Dashboards

Power BI Dashboards

Microsoft Excel (Pivot tables, graphs, Macros)

Employee Training/Development

Salesforce (Reports, tracking impact)

PROJECTS

City Cemetery Burials

Low Income and Elderly Assistance

App-Trader Recommendations

EDUCATION

Nashville Software School *Data Analytics Certification*

July 2021

Motlow State Community College — *Business Administration*

May 2018

Rainbow Shops — CoManager

03/2017 - 03/2018

- Recruited employees with retail experience in order to run the business smoothly.
- Trained and developed employees the proper way to maintain a 2.2 million store.
- Pushing merchandise to sales floor according to floor plan and current promotions.
- Made outstanding sales with an increase of at least 40% or more every week.
- Units per transaction average of 4.2.
- Decreased shrink from a 1.9 to a 1.1
- Worked on developing 3 department managers.