

Yordani Vega Retana

Business and support analyst

CONTACT ME

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EDUCATION

Computer engineering

Universidad Autónoma de Centro América

SKILLS

- Advance Excel
- Dashboard Design
- ETL Design
- Microsoft SQL
- Microsoft SQL Integration services
- Microsoft SQL Reporting Services
- Microsoft Windows Server
- Active Directory
- DHCP/ DNS
- Hyper-V
- CCNA / Networking
- Service Now
- Power BI

PROFESSIONAL PROFILE

Senior support engineer and business analyst with more than 8 years of experience providing support to multiple platforms such as Windows Server, SQL, and more. Excellent reputation for resolving problems and improving customer satisfaction and

WORK EXPERIENCE

Senior support engineer and business analyst

Derivados de Maíz Alimenticio S.A. | *Costa Rica* | 2017 - present

- Over 4 years of experience designing ETL processes to collect data to ensure appropriate data analysis to collaborate decision makers to have a high impact on the company.
- Automation process to improve information flows towards a better understanding of company status in production and accounting process with Integration Services.
- Data Source processing and integration process of information from different sources to guarantee data analysis.
- Work with the engineering team to establish the database permissions structure as the system migrate from SQL authentication to windows authentication.
- Create SQL Queries, Stored Procedures, and Views to get better and more efficient data sources to feed reports and enhance report performance for Excel, SSRS, or Power BI.
- Extensive Data Analysis to explore viable solutions to mitigate gaps, study tendencies, and help decision-makers to achieve enterprise goals.
- Assisted in the QA process of new iterations of the product by developing and executing User Acceptance Test plans before the implementation process of Inventory Management Software and Purchase Control of Goods and Services.
- Perform workflow analysis and recommended quality improvements identifying bugs and testing performance applications to improve user experience and get a better response from data consulting.
- Participate in cross-functional task forces to analyze, gather, and document information to initial user requirements based on their needs.
- Technical support administering in Windows Server, SQL Server, and its security to ensure a safe platform to control user access to data sources and avoid access to sensitive information.