# Benjamin Matias Espinoza Cardenas

Gran Santiago, Chile

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Citizenship: Chile

Date of Birth: March 28, 1992

## PROFESSIONAL SUMMARY

Business & Data Analyst with over 6 years of experience in analytics, business intelligence, and digital transformation across the banking and industrial sectors.

Specialized in designing and implementing KPI dashboards, building data-driven decision-support systems, and supporting change processes across organizations.

Proven ability to lead innovation in business performance through visual analytics, Google Cloud tools, and BI platforms such as Looker Studio and Power BI.

Holds a professional degree in Industrial Engineering and continues developing professionally through verified credentials in data visualization and digital skills.

Passionate about generating business value through data, collaboration, and automation.

## PROFESSIONAL EXPERIENCE

**Banco Internacional**
Business Analyst
May 2023 – Present | Santiago, Chile

- Joined the Innovation Department with the mission of implementing performance metrics from the ground up.

- Initially developed manual Excel-based KPIs and Google Analytics events to measure product impact (e.g., credit card applications).

- Successfully drove organizational demand for insights, leading to the creation of a data team and deployment of a data server.

- Transitioned through multiple visualization tools (Power BI, Tableau, and finally Looker Studio) to find scalable, cost-effective solutions.

- Built and maintained dashboards now used bank-wide; the team has grown from 1 to 4 (2 developers, 1 analyst).

- Gained experience as a Business Analyst, creating user stories, managing cross-functional needs, and expanding beyond pure data analysis.

**Lucas Diesel**
Data Analyst & Controlling
Sep 2021 – Apr 2023 | Santiago, Chile

- Hired into a newly created role directly reporting to the COO.

- Led data initiatives that optimized budget planning processes: reduced preparation time from 6 months to 3, and later to 2.

- Built a comprehensive reporting suite in Power BI covering operations, commercial performance, and executive needs.

- Worked closely with the CEO to deliver tailored strategic analysis.

**Heavenward Ascensores**
Control Management Analyst
Nov 2019 – Sep 2021 | Santiago, Chile

- First role as an Industrial Engineer; developed full KPI frameworks during the COVID-19 pandemic.

- Used Excel and Power BI to establish operational and financial control processes.

**Servicio Civil de Chile (Ministry of Finance)**
Data Analyst Intern
Sep 2019 – Dec 2019 | Santiago, Chile

- Internship completed post-graduation; built dashboards and monitored compliance data from national services.

**APPLUS+ INGELOG**
SQL & HR Data Analyst Intern
Mar 2019 – Jun 2019 | Santiago, Chile

- Created SQL-based reporting dashboards and supported the HR Director using ERP Softland.

**CENABAST (Ministry of Health)**
Logistics Data Analyst Intern
Jan 2019 – Mar 2019 | Santiago, Chile

- Developed dashboards and analyzed logistics KPIs in a government supply chain context.

**CENABAST (Ministry of Health)**
Thesis Research Intern
Mar 2019 – Oct 2020 | Santiago, Chile

- Designed a system for monitoring supplier compliance and reducing delivery delays.

## EDUCATION
**Digital Bank Latam**
Diploma in Digital Transformation
2022

**Universidad de Valparaíso**
Professional Degree in Industrial Engineering
Mar 2013 – Dec 2020

WES USA equivalency: U.S. Bachelor's and Master's Degree

**BYU-Pathway Worldwide**
Diploma in Education
Jan 2022 – Dec 2022

## CERTIFICATIONS & DIGITAL BADGES
Google Cloud: Analyze and Visualize Looker Data (2024)

Google Cloud: Prepare Data for Looker Dashboards and Reports (2025)

CertiProf: Lifelong Learning (2024)

WES: Verified International Academic Qualifications (2022)

SQL: From Beginner to Expert (Spanish-language course)

Microsoft SSIS: Data Integration (Spanish-language course)

Linguaskill English Test: CEFR Level B2

Certificate of Proficiency: English Level B1

## TECHNICAL SKILLS
BI & Visualization: Looker Studio, Power BI, Tableau

Data Management: SQL, Excel, SSIS, Google Analytics, Google Tag Manager

Cloud: Google Cloud Platform (BigQuery), AWS (introductory)

Project Tools: JIRA, Trello, Confluence

Other: Bizagi Modeler, AutoCAD

## VERIFIED SKILLS (Credly)

Data Analysis (2 sources of verification)

Looker (2 sources of verification)

Data Visualization

Reporting Tools

Career Development

Lifelong Learning

Growth Mindset

Professionalism

Teaching

Open Educational Resources (OER)

## LANGUAGES

Spanish: Native

English: Upper Intermediate (B2)

French: Beginner (A1)

## ADDITIONAL EXPERIENCE

Mentor, Universidad de Valparaíso (2016–2017) – PAC & APPA Programs (Calculus and Physics)