CARLOS GOMEZ HERNANDEZ

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BUSINESS INTELLIGENCE / DATA ANALYST

*carlosgomez.h88@gmail.com 604 – 726 – 0704*

Professional and accomplished Business Intelligence and Data Engineer, most recently focusing in ETL technologies, data storage and analytics. Extensive experience in customer service and creative problem solver with strong interpersonal skills and a passion for data analytics. Previous positions with Visier Inc. and Colliers International have allowed for enormously educational experiences working with software development teams, highlighting the value of system creation and improvement. Fluent in multiple technologies, a hard-working self-starter and a dedicated teammate.

EDUCATION

Bachelor of Economics

Universidad de Carlos III de Madrid

2007 – 2012

Master of Administrative Science

Fairleigh Dickinson University

2013 – 2015

University of British Columbia

Real Estate Trading Services License

2015

EXPERIENCE

**VISIER INC. -** BUSINESS INTELLIGENCE CONSULTANT Remote Employee

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**May 2019 - April 2020**

* Onboardeding several HR topics such as: Organization Hierarchies, Talent Acquisition, Compensation, Engagement, Succession amongst other.
* Conducting meetings with customers to determine business requirements, set up expectations and provide quick path to value.
* Assisting customers in developing BI reporting analysis using Visier proprietary technology.
* Creating comprehensive user stories using the web application Jira.
* Writing and presenting technical documentation for customers that explained the functionality and architecture of their application.

TECHNICAL SKILLS

* Linux
* Python
* SQL
* Regex
* HTML

HARD SKILLS

* ETL
* Data Modeling
* Data Warehousing
* Data Analysis

**VISIER INC. -** DATA ENGINEER

**May 2018 - May 2019**

* Developed and maintained the data warehouse for various fortune 500 companies using Visier proprietary ETL technology.
* Customized two web analytics application using Visier domain specific language.
* Investigated and resolved customer requests regarding their HR data using Linux Queries, Python and other internal tools.
* Created internal documentation that captured challenges and workarounds during the development process. This documentation became part of the new hire onboarding documentation and helped many developers overcome challenges

FRAMEWORKS VISUALIZATION TOOLS

* Django
* JavaScript.Boostrap

Real Estate Council of BC

Real Estate Trading Services License – Commercial

ID#: 175388

2015

* PowerBI
* Tableau

INTERESTS

VISUALIZATION TOOLS

OTHER TOOLS

* Jira
* Confluence
* Office
* Visio
* BigQuery / Excel
* ERP Systems
* CRM Systems
* HRIS Systems

LANGUAGES

* English
* Spanish

INTERNSHIPS

Bridgemark Financial

Accounting Intern

May 2013 – August 2013

Vancouver

Lafarge

Assistant Treasurer

June 2008 – August 2008

Madrid

LICENSE

* Technology
* Automation
* Data Analytics
* Current Events
* Cooking

**PETS ALUCHE -** MANAGER

* Developed data analysis skills through market research, data normalization and data modeling.
* Performed queries for brokers and Market Intelligence team using Power BI and SQL.
* Maintained monthly market listing rotation and produced analysis and interactive dashboards.
* Liaised between users, developers and management to provide system improvements and feature additions.
* Created training documentation for the use of Microsoft Dynamics - Colliers CRM+ System.

**June 2016 – Oct 2017**

**COLLIERS INTERNATIONAL -** Data Analyst

* Participated in the Agile Software Development Project, testing a deal tracking system that manages the financial and legal aspects of over $300 million in deals across 50 plus office locations.
* Developed software testing skills through test planning, test preparation and dynamic test execution.
* Achieved understanding of software development and software architecture through data modeling, app deployment and app development using the low-code platform OutSystems.
* Participated in the review of Activity Diagrams using Unified Modeling Language.

**Sept 2017 - Feb 2018**

**COLLIERS INTERNATIONAL -** SOFTWARE QA ENGINEER

**Oct 2008 – Jan 2013**

EXPERIENCE

* Managed daily operations of the veterinary clinic and store.
* Managed and reported the financial aspects of the clinic and store.
* Refined: interpersonal skills, operations, website management, and accounting.
* Supported and coached new hires, built relationships with customers and suppliers.

• 5+ years managing technical support and customer experience teams preferably for a SaaS company

• 3+