

# CARLOS CASTILLO

---

0420 839 219

carlos.castill.garzon@gmail.com

16 Kensington Rd, South Yarra, 3141, Victoria.

LinkedIn URL: <https://www.linkedin.com/in/carlos-castillo-garzon>

GitHub URL: <https://github.com/CarlosCastill>

Portfolio URL: <https://sites.google.com/view/carloscastillo-portfolio/home>

## CAREER OBJECTIVE

---

An Industrial Engineer and Data Science graduate with over 5 years' experience in business analytics, data mining, analysis, visualization and project management within the IT industry. Currently pursuing career development opportunities within Data Science, Data Analytics and Business Intelligence field, in a full-time position to contribute in a high-performance team of data analysts, data engineers and data scientists, working collaboratively to support with accurate modelling, reporting, forecasting, analytics and insights to continuously improve customer experience and conduct in-depth analysis to drive data quality improvements.

## SKILLS & ABILITIES

---

- Professional experience in data analytics obtained through daily activities as the Data Analyst for different IBM departments.
- Excellent communication and relationship building skills. As an IBM Program Manager, coordinated project activities where technical and non-technical stakeholders from all the Latin-American regions were involved.
- Ability to work as a proactive team member. As Data Analyst, led and organised meetings with all the worldwide regions involved in the operation to follow up key KPIs through the developed models and visualisations.
- Data analysis capabilities to Extract, Transform, Load (ETL) data on data analytics programming languages, such as Python and R.
- 4 years' demonstrated experience in extracting & manipulating data from large repositories using SQL.
- Experience in basic data analysis, wrangling, modelling, profiling, cleansing, visualization and machine learning knowledge.
- Ability to create data visualization using BI reporting tools.
- Languages: Native Spanish, Fluent English

## RELEVANT EMPLOYMENT HISTORY

---

### IBM, Colombia

Jan 2013 – Apr 2015

#### *Program Manager & Data Analyst*

- Combined role responsible for the management of the Storage Server Warranty Program in Latin-America and for the data analysis of the Worldwide Storage Server Warranty Program.
- Designed and executed yearly storage hardware warranty budget at Latin American level using Microsoft Excel and SQL.
- Gathered, extracted & manipulated raw data from multiple databases using SQL.
- Transformed data into reporting solutions & insights.
- Developed a worldwide financial model for Storage products using SQL and Microsoft Excel.
- Designed and communicated the financial model with actuals and forecasts month to month using SQL and Microsoft Excel.

- Designed a technical indices model for all the Storage products using textual, numeric, graphical and other visualisation methods with SQL and Microsoft Excel.
- Prepared reports for executive leadership that effectively communicate trends, patterns, and predictions using relevant data.

*Key Achievements:*

- Accomplished the Storage, Power and Mainframe brands budgets for 2014 and 2015, generating over 1M savings in total for all the brands.
- Developed saving strategies in each GEO based on the financial and technical indices status, using data mining skills, which resulting in saving budget to the company department.

**IBM, Colombia**

**Jan 2012 – Jan 2013**

*Financial Analyst TSS (Technical Support Services)*

- Supported the Financial Manager by controlling the Business Revenue.
- Controlled unit accounts to ensure a properly financial close using SQL.
- Designed and communicated monthly status reports for the management team, which helped to control the financial status using SQL and Microsoft Excel.
- Used statistical methods to analyse data and generate useful business reports.
- Configured and wrote a basic database queries to customize the defined reporting requirements.

*Key Achievements:*

- Integrated the sales and project management departments to unify actions over the projects to increase the unit revenue in around 5%.

**IBM, Colombia**

**Aug 2010 – Dec 2011**

*Data Analyst TSS (Technical Support Services)*

- Designed and communicated operational metrics to the management team using SQL and Microsoft Excel.
- Organized team meetings and communicated the metrics to review the Key projects health.
- Designed a template to easily control every complex project based on Project Management methodology.
- Identified, analysed, and interpreted trends or patterns in complex data sets with use of SQL and Microsoft Excel.
- Created and updated models to unify cost, revenue and technical indicators for every complex project using SQL and Microsoft Excel.
- Supported other departments with metrics and data mining to ensure the better understanding on their operation, using SQL query language to extract the information required.

*Key achievements:*

- Generated about 500K savings for the TSS department by reducing unnecessary technical labour activities in the country.

**IBM, Colombia**

**Jan 2010 – Jul 2010**

*IT Support Intern (Technical Support Services)*

- Supported the Project Managers updating Cost templates.
- Designed a project at IBM to take care of the environment.

*Key Achievements:*

- Created single templates based on PM Methodology.
- Designed a campaign for the responsible energy consumption through the IBM Building.
- Obtained the budget approval to execute the responsible energy consumption campaign.

**Pegasus Healthcare, Melbourne, Australia**

**Nov 2018 - Present**

*Product Representative*

**About Life - Sydney, Australia**

**Oct 2015 - Oct 2017**

Grocery Manager & Purchasing Officer

## **EDUCATION, COURSES & CERTIFICATIONS**

---

**Master of Data Science, Melbourne, Australia**

**2017 - 2018**

RMIT University

**Bachelor of Industrial Engineering, Bogota, Colombia**

**2004 - 2010**

University Escuela Colombiana de Ingenieria

**Microsoft Power BI – Publishing to Power BI Service** (Udemy 2020), **Microsoft Power BI – Up & Running with Power BI** (Udemy 2020), **Data Science Course** (Codecademy 2019), **Learn Python3** (Codecademy 2019), **Project Management Fundamentals** (IBM 2012), **Leadership in a Project Team Environment** (IBM 2012), **Understanding WWPWW** (IBM 2012), **Creating and Tailoring Project Management System** (IBM 2012), **Lean Six Sigma GDF** (IBM 2010).

## **ACHIEVEMENTS / PROJECTS**

---

### **1) Awards received from IBM (previous employer):**

- Awarded with the IBM's personal Business commitment in the highest possible score from 2011 to 2014 within the areas that I was working for.
- Awarded with an economic bonus from the worldwide NBMC Manager for budget achievement in 2013 and 2014.
- Mention given by the Technical Support Services Manager to outstanding participation throughout the work performed in 2012.
- Awarded with the enrolment to IBM's Project management career courses for excellent performance in 2012.

### **2) Personal Project:**

**2020**

**Clustering KMEAN:** The aim of this project was to use clustering methods, such as KMEAN in Python, which will identify different survey men's responses in a non-traditionally masculine and masculine groups.

### **3) Personal Project:**

**2020**

**OKCupid Dataset Machine Learning:** In this project multiple prediction questions were designed to be answered using machine learning techniques, such as, Naïve Bayes, K\_Nearest Neighbour, multiple linear regression and K-Nearest Neighbour regression mode.

### **4) University Project:**

**2018**

**Big Data Processing - Java and AWS EMR:** This project focused on the design, implementation, execution and performance of various MapReduce algorithms using AWS EMR and to do Sentiment Analysis of every Star Rating for each Product Category on the Amazon Customer Review dataset in S3.

#### 5) University Project:

2018

**Social Media and Network Analysis:** Collection of Twitter and Reddit data to analyse what was the perception about Same Sex Marriage within the social media. Techniques applied in the project were: Sentiment Analysis, Clustering (KMean), Topic Modelling, Community Analysis, using Python and Gephi.

#### 6) University Project:

2017

**Data Visualization FIFA 17:** This project consisted in reconstructing a visualization into a most effective one. The project was developed in R using the FIFA 17 dataset released in Kaggle.

#### 7) University Project:

2017

**Machine Learning Human Resources:** The main goal of the project was to develop a classification model (KNN, Decision Tree, SVM), with the capacity to predict whether if an employee will leave the company or not, using the Human Resources simulated dataset retrieved from Kaggle.com.

#### REFERENCES

---

*Available upon request*