

CARLOS MORENO



LinkedIn



GitHub



cmor3@protonmail.com

Experience

Data Analyst, Healthcare

Blue Cross and Blue Shield of Alabama

Mar 2024 - Present

- Automated legacy healthcare compliance reports by optimizing the SQL codebase to reduce runtime from 11 seconds to 3 seconds (a 94% improvement), enabling faster delivery of claims/patient data for clients terminating their contracts.
- Developed a Tableau dashboard for executive leadership by writing a complex SQL script to identify members testing positive/negative for depression.
- Streamlined SQL query documentation by developing an automated query analysis tool using Python, reducing SQL review time by 50% and increasing team productivity.
- SQL, Python, Tableau, Jira, Excel

Data Analyst, Institutional

University of Texas at Tyler

Aug 2023 - Mar 2024

- Supported U.S. News rankings by developing enrollment/degree dashboards used in national benchmarking.
- Streamlined new-hire onboarding by optimizing and documenting the protocol, reducing the average onboarding time from 8 hours to 2 hours (a 75% improvement).
- Developed dynamic dashboards to track enrollment, student satisfaction, and institutional performance, supporting data-driven decision-making for leadership.
- SQL, SAS, Power BI, Excel

Data Analyst, Emergency Medical Services (EMS)

UT Health East Texas

Jan 2023 - Aug 2023

- Contributed to cost-cutting measures by transforming a 10-year backlog of Tableau reports into Power BI dashboards
- Significantly improved emergency response readiness by writing Python scripts to automate ambulance and helicopter software configuration, cutting setup time from 1 hour to 5 minutes per unit (a 92% improvement).
- Streamlined inventory management by developing a real-time Microsoft Power App, improving data collection and extraction processes across multiple departments.
- Significantly reduced ticket resolution times by engineering a customized IT ticketing system using Microsoft Forms and SharePoint.
- SQL, Python, Tableau, Power BI, Excel, SharePoint, Microsoft Forms, Smartsheet

Analyst, Information Security

CalTech

Sep 2021 - Jan 2023

- Reduced manual effort and minimized risk by automating the creation and upkeep of hundreds of event notifications in a new SIEM platform using Python and REST APIs, saving hours of time and eliminating potential human error.
- Ensured data accuracy and consistency by developing a quality assurance Python script that leveraged APIs from two vendors to verify the presence of hundreds of servers across both applications.
- Improved threat response strategies by analyzing emerging zero-day threats, evaluating their cost, impact, and severity, recommending appropriate mitigation actions.
- Python, Microsoft Azure, Bitdefender, Perch SIEM, Lionguard, KnowBe4, Auvik

Teaching & Pro-Bono

Data Education Content Creator

YouTube @ Join the Query

Apr 2025 - Present

- Giving back to the community by producing engaging, fun, and quirky educational data content into digestible lessons helping beginners and professionals alike improve their technical skills.

Cisco Networking & Routing Teaching Assistant (Tutor)

Tyler Junior College

Aug 2018 - Dec 2020

- Collaborated with the late professor Bill Byrd tutoring Cisco routing and switching.

Physics Teaching Assistant (Tutor)

Tyler Junior College

Aug 2018 - Dec 2020

- Collaborated with the college as part of a student program tutoring intro-level physics.

Skills

Programming

SQL · Python (Pandas, NumPy, Matplotlib) · PowerShell

Business Intelligence

Tableau · Power BI · SAP Crystal Reports · Excel (PivotTables, Power Query, Advanced Formulas)

Databases

Microsoft SQL Server · Oracle · PostgreSQL · DB2 · Toad

Soft Skills

Critical Thinking · Storytelling with Data · Leadership · Communication · Adaptability

Key Projects

Transportation Vendor Spend Dashboard

Blue Cross and Blue Shield of Alabama

- Saved costs by tracking \$X patient transport spending across 4 vendors, identifying underperforming contracts for renegotiation.

Academic Analytics Fact Books Initiative

The University of Texas at Tyler

- Under Information Analysis Director, Cindy Strawn. I enabled institutional decision-making by developing 6+ Fact Book dashboards (enrollment, degrees, faculty metrics) that became the trusted data source for U.S. News & World Report rankings and College Board publications.

Ambulance Deployment Intelligence System (ADIS) Dashboard

UT Health East Texas

- Reduced rural emergency response times by 15-30 seconds per ambulance in Smith County by modeling 911 call patterns and geographic gaps, strategically placing new units in communities with the highest volume of life-threatening calls—maximizing life-saving coverage where delays mattered most.

Education



Western Governors University

MBA in Information Technology Management

Feb 2025



Western Governors University

BS in Data Management and Data Analytics

Feb 2024



Tyler Junior College

AAS in Network Technology

Dec 2020

Certifications

Microsoft Azure Fundamentals

AWS Certified Cloud Practitioner

Cisco CCNA

CompTIA CySA+

CompTIA Security+

CompTIA Project+

CompTIA Network+

CompTIA A+