

ITSEVY DOMINGUEZ

BUSINESS & DATA ANALYST

Hialeah Gardens , Florida | dominguezcarole0808@gmail.com | (786)-562-7826

Business & Data Analyst with 3+ years of experience uncovering insights and preventing revenue leakage. Recovered over \$7.46M USD through data-driven investigations. Skilled in Tableau, SQL, Excel, Power BI, and R, with strong analytical and communication skills. Certified in Google Data Analytics and Digital Marketing & E-commerce. Passionate about turning data into actionable insights across finance, marketing, logistics, and tech.

SKILLS

Technical Skills:

- **Languages:** SQL, R (basic)
- **Data Visualizations:** Power BI, Tableau
- **Tools:** Advanced Excel, Microsoft Office, Google Workspace
- **Database / Platforms:** BigQuery (basic), DAX (basic), Azure

Soft Skills: Analytical Thinking, Problem Solving, Attention to Detail, Communication (Written and Verbal), Critical Thinking, Time Management, Adaptability, Collaboration & Teamwork, Creativity, Initiative & Proactiveness, Patience & Perseverance, Organization, Curiosity & Continuous Learning, Data Storytelling

CERTIFICATIONS

- **Google Data Analytics – Coursera**
- **Business Intelligence with Power BI**
- **Google Digital Marketing & E-commerce**
- **Excel Professional Certificate**

EDUCATION

Bachelor's Degree in Industrial Engineering

Sep 2015 - Jul 2020

Technological University of Havana (CUJAE)

- Relevant Coursework: Statistics, Operations Research, Process Optimization, Supply Chain Management
- Analyze, design, improve, and implement complex systems and processes by applying engineering principles and analytical techniques to optimize efficiency, productivity, and quality across various industries through system analysis, process improvement, operations research, and quality control.

PROFESSIONAL EXPERIENCE

Shift Supervisor, “La Colada Gourmet” restaurant

Aug 2024 - Apr 2025

- Supervised daily operations and managed a team of 5+, ensuring adherence to service standards and efficient task execution.
- Analyzed sales and customer feedback trends to suggest process improvements, contributing to a 10% increase in daily order efficiency.
- Used spreadsheets to track inventory levels, reduce waste, and forecast product needs.
- Resolved customer service issues quickly, maintaining a 90%+ customer satisfaction rate.

Revenue Assurance Analyst, Cuban Telecommunication Company (ETECSA)

Nov 2020 - Jul 2024

- Identified and corrected \$30K+ in billing discrepancies using Excel audits and SQL queries
- Analyzed customer usage data to optimize service plans and reduce churn
- Built recurring reports to track KPIs across departments and presented findings to management
- Collaborated with Finance, Marketing, Sales, Operations, Customer Service and IT teams to implement data validation and reporting process improvements

ADDITIONAL INFORMATION

- **Languages:** English (Intermediate), Spanish (Native)
- LinkedIn: www.linkedin.com/in/itsevy-dominguez-88b7931a6
- Portfolio: <https://github.com/Carole1808>