ITSEVY CAROLE DOMINGUEZ

BUSINESS & DATA ANALYST

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SUMMARY

Results-driven Entry Level Data Analyst with over 3 years of experience uncovering insights and preventing revenue leakage as a Revenue Assurance Analyst. Recovered over $7.46M USD through data-driven investigations and collaborative process improvements. Proficient in Tableau, SQL, Excel, Power BI, and R, with strong problem-solving and communication skills. Certified in Google Data Analytics and Digital Marketing & E-commerce, and BI tools. Passionate about transforming data into actionable business insights across industries including finance, marketing, logistic and tech.

TECHNICAL SKILLS

Data Analysis	Tableau	Result-oriented	Microsoft Tools
SQL	R Programming Language	Communicate	
Spreadsheet Software (Excel/Google Sheets)	Problem-solving	Detail-oriented	
Power BI	Investigation	Customer service	

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 Enterprise   **Nov 2020 - Jul 2024**

- Proactively identified and investigated potential sources of revenue leakage risks through data pattern analysis and root cause investigations, leading to the recovery of over 179 million+ CUP (equivalent to $7.46M+ USD) through meticulous analysis and problem-solving.
- Designed and implemented data quality controls to monitor billing, transaction, and customer datasets, ensuring revenue accuracy.
- collaborated with cross-functional teams including Sales, Marketing, Customer Service, and Operations to implement solutions that reduced errors and improved KPIs.
- Generated reports and dashboards to monitor business health and inform strategy using Excel and SQL-based queries.

EDUCATION

Bachelor of Science in Industrial Engineering   **Sep 2015 - Jul 2020**

Technological University of Havana "José Antonio Echeverría"

- 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.

ADDITIONAL INFORMATION

- **Languages:** English (Intermediate), Spanish (Native)
- **Certifications:**
  Google Digital Marketing & E-commerce (2025)   Google Data Analyst (2025)
  BI Essentials for Finance Analysts (Power BI Edition)(2025)   Data Skills for Excel Professional (2025)
- **Awards/Activities:** Best Young worker of the Year (2023)