

# Cristina Espana

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## Objective

Detail-oriented and analytical professional seeking a Data Analyst position.

Key strengths include:

- Extensive experience in financial services, digital transformation, and business analysis.
- Technical training in computer programming and analytics (Python, JavaScript, .NET, database management).
- Commitment to leveraging data-driven insights to enhance operational efficiency and client experience.
- Thrives in collaborative, innovative environments focused on continuous improvement.

## Skills

### Database

- Designed and optimized SQL queries to extract, clean, and analyze large datasets for reporting and decision-making.
- Built and maintained relational databases to ensure data accuracy, performance, and accessibility.
- Automated reporting processes and integrated data sources to enhance business intelligence capabilities.

### Programming Languages and Business Intelligence

- Developed Python scripts to automate ETL workflows and improve data processing efficiency.
- Engineered interactive dashboards and data visualizations in Power BI and Excel to support executive reporting.
- Implemented RESTful APIs and integrated third-party systems to enable data interoperability.
- Utilized GitHub, JIRA, and Confluence to manage version control and agile collaboration across development teams.

### Communication

- Presented analytical findings and technical documentation to non-technical stakeholders, ensuring clarity and alignment.
- Composed comprehensive user manuals and process documentation for system enhancements and releases.
- Facilitated collaboration across departments by translating complex technical information into actionable business insights.

## **Analytical Skills**

- Analyzed business processes to identify efficiency gaps and propose data-driven improvements.
- Evaluated KPIs and OKRs to measure digital performance and support strategic planning.
- Investigated data trends to forecast operational needs and optimize service delivery.

## **Project Planning**

- Led cross-functional Agile/Scrum teams to deliver digital transformation projects within scope and schedule.
- Coordinated product backlogs, sprint planning, and iteration reviews to ensure continuous improvement.
- Applied SDLC principles to manage requirements, testing, and deployment for enterprise software solutions.

## **Education**

### **Niagara College Canada – Welland, Ontario**

Computer Programming and Analysis Diploma — Jan 2023 – Present

### **Universidad Libre – Cali, Colombia**

Systems and Telecommunications Engineer — Jan 2001 – Jun 2007

## **Certifications**

- Scrum Product Owner Certification
- Diploma in Project Management
- Course on Innovation in Digital Transformation
- Agile Methodologies & Digital Identity Course

## **Work Experience**

### **Room Attendant**

Vintage Hotels, Niagara-on-the-Lake — Mar 2024 – Present

### **Business Analyst – Digital Transformation**

Banco de Occidente, Cali, Colombia — Oct 2022 – Dec 2023

### **Product Owner**

Banco de Occidente, Cali, Colombia — Apr 2021 – Oct 2022

### **Business Analyst**

Banco de Occidente, Cali, Colombia — Apr 2012 – Apr 2021