

# Jose R. Velazquez

Victoria, BC 

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[LinkedIn Profile](#) 

Portfolio: <https://analystjose.com/> 

## Highlights

- Experience with BI and data analysis tools and techniques, including Excel, SQL, Tableau and R.
- Enthusiastic about processing, analyzing, and interpreting data, finding useful insights to drive growth.
- 12+ years experience in diverse industries, developing a unique understanding from operations to management.

## Skills

- |  |                                  |                          |
|--|----------------------------------|--------------------------|
| • Excel                     | • Microsoft SQL Server and MySQL | • Problem Solving        |
| • SQL                       | • RStudio                        | • Business Communication |
| • Tableau  and Tableau Prep | • Jupyter Notebooks              | • Analytical Skills      |
| • R Programming             | • Microsoft Office 365           | • Native Spanish         |

## Experience

### E-Commerce Sales Analyst / Vetta • Remote Mar 2020 – May 2022

- Cleaned, transformed, and analyzed data to create presentations, reports and dashboards using Excel, Tableau Prep and Tableau.
- Built e-commerce stores (Shopify and Mercado Libre) including layout, themes, descriptions, images, and prices for 200+ products.
- Delivered prompt B2B customer service on Messenger, WhatsApp, and e-mail, reducing response times to less than 1 hour.

### Operations Auditor / Coppel • Zacatecas, Mexico Jan 2017 – Aug 2019

- Analyzed individual store operations from SQL database to select unusual and/or suspicious operations for fraud prevention.
- Performed retail stores, warehouses, and distribution centers audits, evaluating performance, and generating auditing reports.
- Reviewed processes, documents, and inventories to generate risk assessment reports for managers to make informed decisions.

### Insurance Agent / Seguros Monterrey New York Life • SLP, Mexico Jul 2015 – Jan 2017

- Arranged meetings evaluate individual clients' needs and goals to create long-term savings, investing, and retirement plans.
- Explained in detail each individual policy coverage as per the current law of insurances and sureties.
- Licensed insurance agent in Mexico by CNSF (National Insurance and Surety Commission).

### Customer Service / Telcel • SLP, Mexico Dec 2013 – Mar 2015

- Delivered outstanding face-to-face customer service, sales, quotation, billing, problem solving and client retention.
- Managed confidential information of thousands of customers, creating and updating information on SAP ERP.
- Won 3 times regional salesperson of the month for 2014.

### Administrative Support / Atena Bienes Raices • SLP, Mexico Aug 2009 – Aug 2013

- Processed documents, collected client information, and filled out loan approval forms with banks and government agencies.
- Created and updated an Excel database with hundreds of homes listings, for salespersons to easily access the properties features.

## Education & Certifications

### Bachelor of Business Administration / Universidad del Valle de Mexico Aug 2005 – Dec 2009

- GPA: 8.9/10 • Canadian Equivalency: Business Administration, Bachelor's degree (four years) as determined by World Education Services, Toronto, ON

### Business Intelligence and Data Analytics / University of Victoria, BC Sep 2021 – Mar 2022

- GPA: 9.5/10 • Professional Development Certificate

### Business Administration Certificate / University of Victoria, BC Jan 2021 – Apr 2022

- GPA: 8.9/10

### Azure Fundamentals / Microsoft AZ-900 Sep 2022

### Security, Compliance and Identity Fundamentals / Microsoft SC-900 Sep 2022