



+55 11 950597044



DavidPuche4@gmail.com



Rua Ophelia liviero Rivitti SP

Skills:

Languages:

Spanish	Native
Portuguese	Fluent
English	Fluent

Hard Skills:

MS Office
POWER BI | SQL
Python | C# | Java
React | Node | GitHub
Agile methodology

REFERENCES

Edmundo Javier Rubilar Ramade
IT Help Desk- Customer Support
+55 11 93001-3201
rubilar.ramade@gmail.com

Naleyger Chacon
Trilingual Customer Support
+55 11 98936-2064
naleygerm@gmail.com

WEBSITES & SOCIAL LINKS

LinkedIn: [David Puche](#)

GitHub: [Dart1516](#)

Project:

[Projeto Setembro Amarelo](#)

[Project Complains](#)

David Puche

Data Analyst

ABOUT ME

I'm a highly skilled professional with proven experience in data analyses and SQL data processing, PowerBI, Python, and multilingual communication. With a background in Computer Science and Accounting, I'm passionate about leveraging my skills to drive organizational growth and efficiency.

WORK EXPERIENCE

Senior Trilingual Supervisor

Sitel Brasil/Foundever, 06/2022 – 02/2024

- Utilized SQL skills to process large volumes of data for Power BI reporting, ensuring accuracy and efficiency.
- Led a multilingual technical support team, providing effective solutions for inquiries in English, Spanish, and Portuguese, enhancing customer satisfaction and operational efficiency.

Complaints Project

Personal Project 04/2024

- Created graphs from a document containing over 17,000 complaints. Used Python with pandas and matplotlib libraries to develop graphs to identify underlying reasons, aiming to understand root causes and devise strategies for prevention and progress. Additionally, replicated data processing using SQL, enhancing analysis.

September Yellow Project

Toti, 9/2023

- Created a Power BI dashboard on suicide rates in Brazil for presentation during the September Yellow campaign, employing technical skills and excellent storytelling. Processed data using SQL and Python for presentation in Power BI.

EDUCATION

Bachelor of Science in Computer Science | Brigham Young University-Idaho, 2026

Bachelor of Science in Accounting | I.U. José Gregório Hernandez Venezuela, 2017

Data Analyst | TOTI, Brazil, São Paulo, 2023

Python for Everybody Coursera, University Of Michigan, 2023

<https://coursera.org/verify/specialization/DWLUB8ARAG8V>

Agile Project Management Coursera, Brasil, São Paulo, 2022

<https://coursera.org/verify/JPG5QMPQYK22>