

# Elmer Ventura

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## Data Analyst

As a skilled professional with a strong background in customer service and a demonstrated aptitude for data analysis, I exhibit exceptional problem-solving, conflict resolution, and technical skills. While I have not yet held a formal data analyst position, I am confident in my ability to leverage my knowledge of Tableau, Python, Power BI, Excel, SQL, and R to excel in an entry-level data analyst role.

In fact, I am currently completing a comprehensive course that further enhances my skills and ensures that I am fully prepared for a career in data analysis. Notably, I increased efficiency in a plant by 30% in 6 weeks using self-taught Excel Macros (VBA) to create a Dashboard for Overall Equipment Efficiency (OEE), demonstrating my ability to utilize technical tools and achieve successful outcomes.

## WORK EXPERIENCE

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### Advancement Services • 08/2021 - 12/2022

#### Student Social Service Data Analyst

- Increased efficiency by 30% in a food industry plant by developing an Overall Equipment Efficiency (OEE) using self-taught Excel Macros (VBA).
- Successfully optimized the maintenance process by designing and implementing a custom inventory control system, resulting in a 40% improvement in overall efficiency.
- Standardized plant machine parts by updating and validating information on data spreadsheets.

### Teleperformance • 01/2022 - 11/2022

#### Customer Service Representative

- Handled a high volume of customer inquiries and complaints via phone, consistently meeting or exceeding performance targets for call handle time and customer satisfaction.
- Utilized strong problem-solving and conflict-resolution skills to diffuse difficult customer situations and achieve successful outcomes.
- Assisted customers with account set-up and provided technical support for product usage.
- Utilized customer service software to track and manage customer interactions, complaints, and inquiries.

## EDUCATION

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### Industrial Engineering

Universidad Gerardo Barrios • 01/2017 - 12/2023

## SKILLS & INTERESTS

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**Skills:** R, SQL, Microsoft Excel, Power BI, Python, Tableau, Adobe Premiere Pro, Sketchup, Adobe Photoshop, AutoCAD.

**Interests:** Data Analysis, Lean Six Sigma, Machine Learning, Financial Management, Industry Skills, Leadership.