Erika A. Pabon

eriikapabon@gmail.com | 415.702.7289 | linkedin.com/in/erikaapabontriana | My Portfolio - Erika A. Pabon (erikapabon.github.io)

Summary

Analytical problem-solver with a passion for utilizing data to drive business success. Skilled in data analysis, report generation, and process optimization, with a proven track record of finding solutions to complex challenges. My goal is to continue delivering meaningful insights and driving positive change.

Professional Experience

Data Analyst, 08/2021 – Present
KPFA Radio **- Berkeley, CA**

- Manage and optimize database schema (MySQL) with over a million records
- Provide insightful reports and analysis to support decision-making using SQL, MS Office, and dashboards
- Led the implementation of Google Analytics across all online platforms and shared reports with stakeholders
- Increased successful payment rates by 85% through automation and identifying behavioral patterns in customer interactions with the application
- Report and resolve bugs and issues on the front and back end using Git, Bash, pull requests, and testing

CRM Coordinator, Sep 2019 - Aug 2020
Carlisle Travel Management A Branch of Tzell Travel Group **- Berkeley, CA**

- Achieved 35% sales growth through building and maintaining relationships with tech companies
- Maximized logistical processes and increased productivity by 40% by implementing CRM systems
- Developed and used data visualization techniques (graphs, infographics) to measure business success and understand data trends.

Education

- **Full-Stack Developer Bootcamp** - FreeCodeCamp - 06/2022 - Present
- **Associate of Science in Advanced Computer Programming** - Laney College - 06/2020 - 05/2022 (Summa Cum Laude, GPA 3.82)
- **Bachelor's degree in International Business** - Polytechnic Grancolombiano - 01/2010 - 11/2015 (GPA 3.75)

Certifications & Projects

- SQL, Front and Back-end Projects available on GitHub
- **Google Analytics for Beginners** - Google Analytics - 11/2022
- **Verified Certificate for Introduction to SQL** - IBM - 05/2022
- Knowledge of enterprise-level data warehouse DB2 (Certificate #3fc3ecc69d0c4f9baf83f147f1dc473c)