Franck Echeverría Peñaloza
Data Analyst | Frontend Developer

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Barranquilla, Colombia.

ABOUT ME

I am a proactive data analyst passionate about turning data into actionable insights. Skilled in SQL, Python, ETL, and data visualization, I help organizations optimize processes and drive decisions. While my focus is on data analysis, I also have experience in frontend development, blending analytical thinking with intuitive design to create user-friendly interfaces. Always eager to learn, I strive to stay at the forefront of technology and deliver impactful solutions.

KEY COMPETENCIES

- Apache Airflow
- Apache Kafka
- Snowflake
- Azure
- Data Modeling
- Python
- SQL Databases
- Excel
- Power BI
- Numpy
- G-Suite
- Git and Github
- TypeScript
- Pandas
- Looker Studio
- Cloud Computing
- Assertive communication
- Teamwork
- Data exploration
- ETL
- Automation
- Conflict resolution
- Quick learning
- Leadership
- Commitment
- Web Scraping

PROFESSIONAL EXPERIENCE

Allied Global ● Team Lead - Data Analyst   Sep 2024 - Present

Assignment of contract between Quantica BPO and Allied Global. Continued with the same responsibilities as in Quantica BPO.

Quantica BPO ● Team Lead - Data Analyst   Mar 2024 - Sep 2024

- Perform daily data analysis activities using Python and SQL, including monitoring key performance indicators, investigating anomalies, and generating reports to support business decisions.
- Develop sophisticated dashboards and automated reports in Looker Studio, designing interactive visualizations, multi-source and streaming data sources connections that empower stakeholders to explore key KPIs, detect trends, and make informed decisions based on schedule reports.
- Leverage Python (Pandas, NumPy, Matplotlib) for deeper data analysis, automation, and quick visual diagnostics during exploratory work.
- Coordinate team activities through Asana, managing workloads, priorities, and deadlines to optimize team efficiency. Collaborate closely with stakeholders to identify business needs, create comprehensive JIRA stories, and drive the development of new monitors and process improvements. Apply Scrum methodology to structure team workflows, maintain iterative progress, and adapt to changing project requirements.
- Utilize RAID to design, build, and automate data pipelines and ETL processes, transforming raw data into actionable insights. Manage end-to-end data flows, monitor alerts, and generate interactive visualizations that empower decision-making across the business.
- For quick validations and lightweight collaboration with non-technical teams, leverage Google Sheets to manage ad hoc analyses. Promote continuous improvement by providing regular feedback, maintaining comprehensive documentation, and driving team efficiency through streamlined processes.

Freelancer ● Web Developer   May 2024 - Ago 2024

- Designed and developed a dynamic webpage for Mallas Atlanta, specializing in safety net installations for residential and commercial properties, utilizing React with TypeScript to create a robust and scalable codebase.
- Enhanced the user interface and experience by implementing Mantine, along with custom CSS for visually appealing and responsive designs.
- This project allowed me to refine my front-end development skills while significantly improving the online presence of a local business, ultimately driving customer engagement and supporting business growth.

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Quantica BPO ● **Data Analyst Jr**   **Sep 2023 - Feb 2024**

- Conducted daily performance monitoring, assessing alerts to evaluate potential impacts on the company and mitigate risks proactively.
- Utilized data analytics in the Business Assurance and Fraud Management department for a major U.S. telecommunications client, Verizon. Leveraged tools such as Python, SQL, PowerBI, and Excel to identify patterns affecting business processes and visualize key indicators for strategic decision-making.
- Led data investigations to trace data paths, search databases, and identify trends or anomalies, enabling prompt detection and resolution of potential issues.
- Generated detailed analyses and reports across various timeframes, supporting data-driven decisions and operational improvements.
- Utilized Jira to manage and track issues, collaborating with cross-functional teams to ensure comprehensive resolutions and maintain operational efficiency.

Quantica BPO ● **Technical Support & Customer Service Representative**   **Aug 2022 - Aug 2023**

- Provided multi-tiered technical support and customer service, managing and resolving complex issues across multiple platforms.
- Leveraged expertise in various software and systems to diagnose and troubleshoot customer problems efficiently, ensuring a high level of satisfaction.
- Coordinated with cross-functional teams to escalate and resolve advanced technical issues, contributing to process improvement and customer retention.
- Delivered tailored solutions to diverse clients, balancing technical support responsibilities with account management to maintain strong client relationships.
- Attended calls to apply services, primarily for users looking to add calls, data, and SMS to their phones or devices, and assisted with service additions.

EDUCATION

Bachelor's degree in Systems Engineering
Universidad de la costa CUC
Still studying (Third Year)

Junior Developer
Universidad del Norte

Technical Degree in Payrolland Social Benefits
Servicio Nacional deAprendizaje (SENA)

High School
IETC La Inmaculada

EXTRACURRICULAR ACTIVITIES

Member of University Choir
Contribute to various musical performances in the choir at Universidad de la Costa

Member of Tuna Group
Engaged in cultural performances, showcasing traditional music and fostering community engagement at Universidad de la Costa.

CERTIFICATIONS

IBM Data Engineering Professional Certificate
IBM - Coursera, Ongoing

ETL and Data Pipelines with Shell, Airflow and Kafka
IBM - Coursera

Databases and SQL for Data Science with Python
IBM - Coursera

Python for Data Science, AI & Development
IBM - Coursera

Relational Database Administration (DBA)
IBM - Coursera

Web development Bootcamp
Appbrewery on Udemy

LANGUAGES

Spanish C2 (Native)   English C1 (Proficient)