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Marcos García

Professional Summary

Jr Data Analyst with 3 years of experience in extracting and interpreting complex datasets. Proficient in Excel, Google Sheets, Power BI, and SQL, with foundational knowledge of Python for data analysis. Adept at gathering and analyzing businesses to drive strategic decisions and improvements. Proven ability to deliver actionable insights and enhance business processes through data-driven strategies.

Technical Skill set

- **Databases:** MySQL, and Microsoft SQL Server.
- **Languages/Tools** : Python, SQL, Google Sheets, Excel, and Power BI, DAX and Visual Studio Code.

Education & Certifications

Data Science & Analytics - Ongoing
Technological Institute of the Americas (ITLA), Dominican Republic

Excel Skills for Business Specialization
Macquire University, Coursera.

CS50's Introduction to Programming with Python
Harvard University, edX

Google Data Analytics Certification
Google, Coursera

Data Analysis with Pandas and Python
Udemy

Work Experience

NYT STS Agent   **Jan '20 to Aug '21**

OutPLEX, Santo Domingo, Dominican Republic

 Responsibilities:
- Performing a full range of customers requests, inquiries, and complaints.
- Assisting customers with questions regarding billing, service problems, products and features.
- Upgrading customer services, informing customers of current promotions, specials, and bundle packages.
- Assisting customers with billing questions, and balance inquiries

Technologies/Tools

Technologies: LivePerson, Sugar.

NYT Subject Matter Expert (SME)   Aug '21 to Nov '21

Responsibilities:
- Offering in-depth knowledge and insights to guide decision-making to agents.
- Assisting in troubleshooting and resolving complex issues.
- Creating and maintaining detailed documentation, manuals, and guidelines.

Technologies/Tools:
   Technologies: Sugar, AWS, and Google Sites.

Quality Assurance Analyst (QA)   Dec '21 to present

Responsibilities:
- Listening to and reviewing calls/chats to assess the quality of customer interactions.
- Providing detailed feedback to agents on their performance, highlighting strengths and areas for improvement.
- Assisting in training programs to ensure that agents are equipped with the necessary skills and knowledge to handle calls effectively.
- Maintaining accurate and up-to-date records of call evaluations, feedback provided, and any actions taken to improve quality.
- Distributing tasks and responsibilities among other QA analysts to ensure that all necessary work is completed efficiently and effectively.
- Creating, updating, and managing all files in the QA department to ensure accurate and up-to-date records of call evaluations, feedback provided, and actions taken to improve quality.

Technologies/Tools:
   Technologies: Google Sheets, Excel, Power Query, Power BI, Python, Sugar, and AWS.