PROFILE

I am a Computer Engineer with a strong specialization in Business Intelligence. My passion lies in transforming ideas into functional products, and I actively engage in projects from their conceptualization, through planning and design, to construction and execution. I am always eager to take on challenges that allow me to grow and evolve professionally.

Throughout my career, I have had the valuable opportunity to work in various market sectors, including banking, retail, transportation, tourism, and more. My primary focus has been assisting clients in telling stories through data, empowering them with crucial information for strategic decision-making. With over a decade of experience in data analysis, I am committed to continually providing effective and creative solutions to address business challenges.

Starting from July 1, 2023, I have directed my attention toward software programming training. My main focus centers around Java and its Spring framework, where I apply the principles of Clean Architectures, Hexagonal Architecture, Onion Architecture, and the Model-View-Controller (MVC) design pattern in designing high-quality software applications. Furthermore, I am fully immersed in an active learning phase in web development, exploring technologies such as HTML, CSS, and JavaScript.

SOFTWARE DEVELOPER / DATA ENGINEER

ANDRES ALFONSO MIRA MEJIA

EDUCATION

Title: Business Intelligence Specialist
Scholl: Northern Catholic University Foundation
Period: 07/2018 - 08/2019

Title: Computer Engineer
Scholl: Northern Catholic University Foundation
Period: 12/2014 - 11/2017

EXPERIENCE

IAS Software – Software Developer
07/2023 – I am currently in this role.

👇 👀 **Objectives:**

✓ **Develop Backend Programming Skills:** Focus on backend development using Java and the Spring framework, gaining a deep understanding of these technologies.

✓ **Explore Frontend Development:** Expand my knowledge in frontend development, including HTML, CSS, and JavaScript, to gain a comprehensive understanding of web application development.

✓ **Apply Clean Architectures and Design Patterns:** Implement clean architecture principles such as Hexagonal Architecture, Onion Architecture, and the Model-View-Controller (MVC) design pattern in my projects to create maintainable and scalable software.

👇 👀 **Environments || Skills || Tools:**

- ✓ **Programming Languages:** Java (focused), Python (basic proficiency).
- ✓ **Frameworks:** Spring (with a focus on Spring Boot).
- ✓ **Databases:** MySQL, PostgreSQL.
- ✓ **Frontend Development:** HTML, CSS, JavaScript (basic proficiency).
- ✓ **Version Control:** Git.
- ✓ **Development Tools:** Eclipse, IntelliJ IDEA.

CONTACT

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IAS Software – Data Warehouse Developer
12/2022 – 06/2023

👇 👀 **Objectives:**

- ✓ Provide statistics on bank indicators.

- ✓ Design, develop and maintain Data Warehouse models (DWH).

- ✓ Design, develop and maintain Tabular and Multidimensional Cubes.

- ✓ Design, develop and maintain ETL processes.

- ✓ Design, develop and maintain control panels (dashboards and KPIs).

👇 👀 **Environments || Skills || Tools:**

- ✓ Microsoft BI Suite (SQL, SSIS, SSAS, SSRS and Power BI)
- ✓ Extract, Transform, Load (ETL)
- ✓ Business Intelligence
- ✓ Data Warehouse
- ✓ Scrum
- ✓ KPI Reporting

EXPERIENCE SECTORS

- Bank
- Financier
- Retail
- Transport
- Telecommunications
- Technologic
- Tourism

Avalon Group – Developer Analyst (Freelance)
06/2022 - 11/2022

👇 👀 Objectives:

- ✓ Identify process automation needs through Web Scraping with Python.

- ✓ Provide statistics on tourism indicators: work, volume, travel, and accommodation search and booking, consumption, advertising marketing, promotion, surveys, etc.

- ✓ Design, develop and maintain Data Warehouse models (DWH).

- ✓ Design, develop and maintain Tabular and Multidimensional Cubes.

- ✓ Design, develop and maintain ETL processes.

- ✓ Design, develop and maintain control panels (dashboards and KPIs).

- ✓ Design, develop and maintain BI reports in the cloud.

- ✓ Design, develop and maintain document libraries in the cloud.

👇 👀 Environments || Skills || Tools:

- ✓ Microsoft BI Suite (SQL, SSIS, SSAS, SSRS and Power BI)
- ✓ Python (Web Scraping)
- ✓ Extract, Transform, Load (ETL)
- ✓ Business Intelligence
- ✓ DAX
- ✓ Data Warehouse
- ✓ Scrum
- ✓ KPI Reporting
- ✓ RPA
- ✓ DevOps

Emtelco CX & BPO – BI Engineer
03/2021 - 06/2022

👇 👀 **Objectives:**

- ✓ Analyze, design, develop, implement, and continuously improve database structures and extraction, transformation, loading, and visualization processes for the development of datamarts, models, cubes, dashboards, indicators, metrics, among others.

- ✓ Research and incorporate best practices and trends related to business intelligence and data mining.

- ✓ Automate processes through the Integration tools to capture files from different data sources.

- ✓ Develop and implement reports of telephony tools reports (IVR).

- ✓ Develop and implement dashboard and management indicators for business monitoring and control.

👇 👀 **Environments || Skills || Tools:**

- ✓ Microsoft BI Suite (SQL, SSIS, SSAS, SSRS and Power BI)
- ✓ Extract, Transform, Load (ETL)
- ✓ Business Intelligence
- ✓ MySQL
- ✓ DAX
- ✓ Data Warehouse
- ✓ GitFlow
- ✓ KPI Reporting
- ✓ Zendesk
- ✓ Genesys
- ✓ Avaya Products
- ✓ Asterisk
- ✓ Business Analytics
- ✓ RDA

Ultracom IT S.A.S – BI Engineer
12/2019 - 03/2021

👇 👀 **Objectives:**

- ✓ Research and incorporate best practices and trends related to business intelligence and data mining.

- ✓ Design, develop and maintain Data Warehouse models (DWH).

- ✓ Design, develop and maintain Tabular and Multidimensional Cubes.

- ✓ Design, develop and maintain ETL processes.

- ✓ Design, develop and maintain control panels (dashboards and KPIs).

- ✓ Design, develop and maintain BI reports in the cloud.

👇 👀 **Environments || Skills || Tools:**

- ✓ Microsoft BI Suite (SQL, SSIS, SSAS, SSRS and Power BI)
- ✓ Extract, Transform, Load (ETL)
- ✓ Business Intelligence
- ✓ Azure Databricks
- ✓ Azure DevOps
- ✓ Oracle SQL Developer
- ✓ DAX
- ✓ Qlik Sense
- ✓ Data Warehouse
- ✓ Scrum
- ✓ GitFlow
- ✓ KPI Reporting
- ✓ Business Analytics
- ✓ DevOps

Emtelco CX & BPO – Data Analyst
16/12/2012 - 29/11/2019

👇 👀 Objectives:

✓ Support the operation of the Contact Center and BPO in the analysis of data from reports, sizing, shifts, payroll news, to achieve the satisfaction of the assigned clients, complying with the business requirements. Similarly, preparation of reports, insights and dashboards that allow better visualization for decision making, applying the best practices in robotic process automation (RDA).

✓ Planning and sizing of agents and jobs based on the needs of the line (Incoming calls, chat, social networks, among others).

✓ Manage databases according to the requirements and commercial objectives of the company.

✓ Advise on the analysis, identification and development of indicators associated with the main objectives and goals defined.

✓ Preparation of reports, insights, dashboards through Good Data in the Zendesk tool to support projections in the short, medium, and long term.

✓ Prepare the shift grids of the operation according to the required needs and historical data given in front of it to generate efficiencies.

✓ Carry out and analyze the sizing of positions required in the operation to comply with the indicators.

✓ Support the process of billing services with the preparation of reports and changes in its information.

👇 👀 Environments || Skills || Tools:

✓ Microsoft SQL Server
✓ Microsoft Access
✓ DAX · Power BI
✓ KPI Reporting
✓ Visual Basic for Applications (VBA)
✓ Workforce Planning
✓ Zendesk
✓ Genesys
✓ Avaya Products
✓ Asterisk
✓ Workforce Management
✓ Business Analytics