

About me

Junior Data Analyst with experience in data and visualization. Proficient in SQL, Power BI, Tableau, and basic Python programming, focused on developing dynamic reports and dashboards that improve KPI tracking and support business decision-making. Known for strong attention to detail, data accuracy, and the ability to manage sensitive or repetitive processes reliably. Highly motivated by continuous learning, technological innovation, and a results-oriented.

<https://jonatb006.github.io/mi-portafolio/>

[linkedin.com/in/jonathan-telica-barquero-053a10192](https://www.linkedin.com/in/jonathan-telica-barquero-053a10192)

<https://public.tableau.com/app/profile/jonathan.telica.barquero>

Skills

- Data Analysis: SQL, Data extraction, Reporting automation.
- Business Intelligence Tools: Power BI, Tableau.
- Programming: Python (for data manipulation and analysis).
- Descriptive Statistics: Data summarization, mean, median, mode, standard deviation, and data visualization.
- Process Improvement: Reporting and billing process optimization.
- Analytical thinking and problem-solving.
- Adaptability and quick learning.

Jonathan Alberto Telica Barquero

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Costa Rica.
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Experience

Billing Analyst.

Equifax Inc. | June 2024 – January 2025

- Analyzed contracts and processed customer billing, ensuring data accuracy and supporting operational reporting.

Air logistics Reporting specialist.

Kuehne + Nagel, Shared Service Center S.A. | March 2017 – June 2024

- Developed and maintained reports and dashboards for air logistics operations, supporting strategic decision-making.
- Collaborated with cross-functional teams to improve billing accuracy and process efficiency and participated in data-driven projects (FCCA) to optimize airfreight operations.

Customer Service Representative

Sykes Costa Rica | February 2016 – March 2017

- Delivered customer support and managed transactions, building strong communication and problem-solving skills in high-pressure environments.

Sales Representative

Pequeño Mundo | December 2015 – February 2016

- Assisted customers by recommending and selling products.
- Maintained strong customer satisfaction through personalized service.

Education

High school diploma

English for customer service (I.N.A.)

Programación Python Básico (U.N.A)

Data analysis with Python, clean and maintainable code, data libraries, information management, and debugging strategies.

Microsoft SQL server Básico (U.N.A)

Build and manage databases using Microsoft SQL Server for basic administration and meaningful data extraction.

Power BI Nivel 1 (U.C.R.)

Design and develop interactive dashboards and reports in Power BI to visualize data and support decision-making.

Languages

Spanish – C2 (Native)
English – B2