Contact

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(LinkedIn)

Top Skills

Python (Programming Language)
Visual Basic for Applications (VBA)
Data Analytics

Certifications

CompTIA Network+
CompTIA A+

Juan Pablo Nunez Sanchez

Data Analyst and Database programmer
Dallas-Fort Worth Metroplex

Summary

Data Analyst and Technical background. Experience with logistics and retail operations. Bilingual. Passionate about making new software solutions with commercial applications. Well versed in Databases SQL, MongoDB, Oracle, and Python, Excel-Macros, and Power BI.

Experience

Sesami
Help Desk Specialist
December 2024 - Present (1 month)
Carrollton, Texas, United States

• Provide first-level support via inbound calls for Smart Safes and Cash Recyclers,
ensuring effective troubleshooting and repair guidance.
• Efficiently create and manage service tickets, ensuring timely issue resolution and
consistent updates within the ticketing system.
• Utilize analytical skills to diagnose technical issues, guiding onsite technicians
through the resolution process and documenting all interactions in detail.
• Escalate unresolved incidents in accordance with SLAs, ensuring a seamless handover to the next level of support.
• Collaborate with team members and communicate effectively to maintain a cohesive working environment and ensure continuous improvement in service delivery.
• Employ remote support tools and a call tracking system to facilitate efficient problem resolution and ticket management.

Shell TapUp
Data Integrity Analyst
July 2022 - October 2024 (2 years 4 months)
Houston, Texas, United States

•Extract, scrub, and analyze core logistics data to maximize customer savings, and KPIs improvement.
• Support bill data extraction.
• Maintain the quality of data output by utilizing standardized and repeatable processes.
• Assist with preparation, development, and review of customer quarterly performance assessments for C2 and C3 maximization.

• Use of M365 and Active Directory for onboarding of employees by creating user accounts for new employees
which includes assigning usernames, passwords, and other relevant user attributes.

• Perform operational processes to ensure the day-to-day success of Shell TapUp and its customers.
• Support operational efficiency through ad-hoc requests and reporting.
• Effectively communicate project status and provide timely escalation of issues to ensure project objectives are met.
• Collaborate with Ops, Sales, IT, and Finance across the business to identify and evaluate strategies that foster long-term success.
• Provides entry level remediation and application event support.
• Performs data flow analysis and coordination with data analysts to determine remediation requirements.
• Performs initial remediation investigations, providing first level analysis.
• Applies knowledge and proficiency in data discovery tools such as Excel, PowerBi, VBAs, and SQL

Everise
Help Desk Specialist
February 2021 - June 2022 (1 year 5 months)
United States

• Active Directory for onboarding of employees by creating user accounts for new employees
which includes assigning usernames, passwords, and other relevant user attributes.
• Disabled / deleted user accounts of departing employees, revoking their access to the
organization resources and systems using Active Directory.
• Provides answers to clients by identifying problems, researching answers, and guiding clients

through

corrective steps.

• Troubleshooted technical issues related with hardware which includes printers, scanners, monitors,

laptops, phones, PCs, etc.

• Provides technical support to users by researching and answering questions, troubleshooting

problems, and maintaining workstation and LAN performance.

• Worked on an average total of 35 tickets/day which includes issuance of new tickets, following up

on old tickets, and escalation of tickets as well using Jira ticketing system.

• Improves client references by writing and maintaining documentation.

• Resolved issued related with software which includes Microsoft Windows, web browsers,

Outlook, etc.

• Participates in development of client training programs by identifying learning issues and

recommending instructional language.

• Avoids legal challenges by monitoring compliance with service agreements.

• Improves system performance by identifying problems and recommending changes.

• Updates job knowledge by participating in educational opportunities and maintaining personal

networks.

• Accomplishes information systems and organization mission by completing related results as

needed.

Chewy
Technical Support Specialist
June 2019 - January 2021 (1 year 8 months)
Hollywood, Florida, United States

• Delivered "World Class" support to the Fulfillment Center in a professional and friendly manner,

troubleshooting application, hardware, and network issues, engaging with and educating your

customers; documentation, analysis, and resolution of help desk tickets; and working with local and

remote IT Groups, employees and operations management to quickly provide high quality solutions to

IT problems.
- Involved in onboarding and offboarding of employees using Active Directory.
- Day to Day activities include network, computer, and printer troubleshooting, project management,
data cabling, and systems administration in a variety of software and hardware environments.
- Handled an average of 35 tickets per day utilizing the Zendesk ticketing system. This encompassed
tasks such as creating new tickets, following up on existing ones, and escalating tickets as necessary.
- Worked closely with colleagues to identify, recommend, develop, and implement cost-effective
technology solutions to support our rapid growth.
- Participated in a 24/7 support and on call rotation.

Education

University of Houston-Victoria
Bachelor of Science - BS, Computer Engineering · (August 2022 - May 2024)

Broward College
Associate's degree, General Studies · (August 2020 - August 2022)