

# Miguel Pallás Miralles, Data Analyst

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## LINKS

[LinkedIn Profile](#)

[Portfolio](#)

## EMPLOYMENT HISTORY

### Platform Support Specialist, Hivestack

April 2022 - Present, Toronto, Ontario, Canada

- Answered and supported clients in their technical requests.
- Identified, troubleshoot, and solved technical issues related to the company's platform to ensure prompt resolution.
- Diagnosed and escalated issues to the Engineering team when appropriate.

### Layout Editor (English and Spanish), Domestika

Jul 2020 — May 2021, Madrid/Valencia (Spain)

- Edited and proofread the content of over 100 courses on a wide array of arts and crafts so that the final layout fits the standards set up by Domestika and the instructors.
- Adapted copy to the voice of the teachers by translating and copy editing (English to Spanish and reverse) content when needed.
- Revised and corrected over 150 courses upon release date on the platform.
- Came up with localization and copy edition strategies to streamline the instructor-producer-editor workflow.
- Produced ready-to-use copy that could be implemented to any course, with the appropriate tweaks and changes.

### Computational Linguist , Samsung UK (via Modis)

Jun 2018 — Jun 2020, Alcobendas, Madrid, Spain

- Created training utterances for over 10 Bixby apps and improved existing training before the product was implemented into compatible Samsung devices in the Spanish (Spain) market (December 2018).
- Debugged over 1000 Natural Language Processing failures, ensuring the assistant complies with the user's commands and requests, regardless of the device.
- Collaborated with other language teams on non- language-specific issues, such as investigating potential client API failures, or ambiguous tagging of the Natural Language Understanding training sets.
- Using proprietary technologies, I ran daily regression tests to ensure that the deployed versions of the applications were functioning as expected.
- Reported the performance results to key stakeholders within the team.
- Assisted the Text-to-Speech and Automatic Speech Recognition teams in Part-of-Speech tagging tasks.

## EDUCATION

### Juno College of Technology, Data Analysis Bootcamp

Oct 2021 — Dec 2021, Toronto, Ontario, Canada

### Universidad de Valencia, MA in Creative Translation

Oct 2013 — Sep 2014, Valencia, Spain

### Universidad de Valencia, BS in Psychology

Sep 2005 — Dec 2012, Valencia, Spain

## SKILLS

Data Analysis

Microsoft Excel

Tableau

Data Cleaning

SQL

Python

Time Series Analysis

Agile Methodologies

Version Control

EN -ES Localization

Linguistics

## LANGUAGES

Spanish; Castilian

English