Murfreesboro, TN | Remote 🏠

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Mitl Montoya

Experienced technical support and bilingual degreed professional who thrived in an automotive call center environment transitioning to data analytics and business intelligence. Strong analytical skills and able to work independently.

Skills

SQL • Python • Agile Project Management Methodology • Tableau • Power BI • Microsoft Excel • GitHub • Kanban boards • Folium • PGAdmin • Anaconda • Teleworking • Verint 360 Admin • Kaizen Methodology • Audio recording • Native proficiency in Spanish

Experience

2022 -- PRESENT

Data Analyst Apprentice/ Nashville Software School, Remote

Intensive full-time bootcamp focusing on data analytics and business intelligence. Applied statistical reasoning to real-world datasets and included projects where findings were presented to stakeholders from the community.

- Analyzed data using Advanced MS Excel, including utilizing pivot tables and lookups, and connected to external data sources using the PowerPivot add-on
- Built and deployed dashboards using Tableau and Power BI
- Wrangled data and performed exploratory data analysis using Python's *pandas* library
- Created data visualizations using *matplotlib* and *seaborn*
- Gathered data through APIs and webscraping
- Performed geospatial analysis using *geopandas* and *folium*
- Retrieved and analyzed data using PostgreSQL and PGAdmin
- Source code version control with Git/GitHub
- Project management/tracking with GitHub project boards (Kanban) and issue tracking

PROJECTS

- ❖ Lahman Baseball (SQL): Analysis of baseball statistics through a database consisting of 27 tables utilizing JOINs, Window Functions and CTEs to extrapolate historical facts for comparison using an ERD.
- ❖ App Trader (SQL, Advanced Excel): Cleaned, explored, and analyzed data from the Apple App Store and Google Play Store. Visualized and presented data-based investment recommendations on the top 10 most profitable apps in both app stores, as well as what genres, price ranges, and content ratings of apps tend to be the most profitable.
- ❖ Tennessee Early Intervention System (Python, Tableau): Project exploring child referral data in Python and providing analysis on patterns in referrals and re-referrals of children who have disabilities or other developmental delays.

2018 -- 2022

Technical Support Analyst/ Nissan North America, Inc. Remote

- Bilingual technical support for Nissan and Infiniti vehicles in North America as well as Puerto Rico and Latin America.
- Answer chats from dealership technicians and provide technical information remotely. Initiate remote links into vehicle control units to perform reprogramming of electronic modules.
- Train agents and help maintain excel spreadsheets for team contacts.
- Analyze agent data and maintain monthly report for upper management on key performance indicators.
- Translate forms and navigation pages for technician's electronic requests submission site.

Skills: Microsoft Excel (pivot tables and vlookups) · Tableau · Visio · Access · Salesforce · Kaizen

2008 -- 2018

Technical Support Translator (TECH LINE)/ Nissan North America, Smyrna, TN

- Bilingual technical translation and interpreting for Nissan and Infiniti vehicles in North America as well as Puerto Rico and Latin America.
- Translate technical bulletins from English to Spanish for Spanish-speaking dealership technicians to solve complex repairs.
- Liaison between Nissan North America and subsidiaries in Latin America to help repair vehicles and provide the logistics for parts needed to successfully perform the repair.
- Maintain databases of dealership contacts and regional personnel.
- Administrator of monitoring software Verint for quality monitoring of agents.
- Made recordings of phone calls for quality purposes using Audacity.

Skills: Microsoft Office · Advanced MS Excel · Verint 360 · Audacity · Customer Service · Parts logistics

2007 -- 2008

Universal Agent - INFINITI Consumer Affairs/ Kelly Services, Franklin, TN

- Coordinated requests from Nissan and Infiniti owners relating to vehicle repair or maintenance issues, general product related questions, customer/dealership complaints, and customer out-of-warranty goodwill requests for assistance.
- Worked collaboratively with dealership personnel, regional personnel and NNA support personnel to develop appropriate solutions to the customer requests and communicated those to the customer while providing an exceptional customer service experience.
- Performed appropriate research with available tools to support/answer customer inquiries in both English and Spanish.

Skills: Microsoft Office suite · Nissan and Infiniti CA resources · Phone etiquette · Customer Service ·

Education

EXPECTED GRADUATION DATE: AUGUST 2022

Data Analytics Certification/ Nashville Software School

MAY 2005

Bachelor of Science in Recording Industry Management/ Middle Tennessee State University
Minor in Marketing