

# Angelo Cruz

Technology Integration | Organizational Management | IT Infrastructure

Experienced professional with a background in banking, aviation, and non-profit sectors with expertise driving impactful solutions and continuous improvement. Proficient in customer relationship management, crisis management, and project leadership. Skilled in data analysis, technical solutions implementation, and project management, aiming to transition into a data analyst role in the tech or aviation industry. Seeking opportunities to leverage expertise in driving impactful solutions and continuous improvement.

## EDUCATION

### Master of Business Administration

Western Governors University

03/2024 - Present

Orlando, FL

### Data Analytics Program

CareerFoundry

10/2023 – Present

#### DATA ANALYTICS PROJECTS

##### Influenza Season Staffing, May-June 2024

- Collected, cleaned, and integrated donation and demographic data using Excel and Python.
- Designed an interactive dashboard in Tableau Public to display findings.

##### Instacart Targeted Marketing Project, Apr-May 2024

- Analyzed data in Python, addressing key business questions from the executive team.
- Generated reports highlighting the most profitable segments for future marketing strategies.

##### Rockbuster Online Streaming Project, Feb-Mar 2024

- Loaded data into relational database management system and created a data dictionary with entity relationship diagram.
- Used PostgreSQL to write queries and common tables

Orlando, FL

### Bachelor of Science in Organizational Management

Indian River State College

05/2021

Fort Pierce, FL

### Hospitality & Tourism Management Certification

Florida Atlantic University

05/2021

Boca Raton, FL

## WORK EXPERIENCE

### IT Project Manager

YMCA

09/2022 - Present

Miami, FL

#### Achievements/Tasks

- Proficiently manage and oversee all aspects of grants including providing insights for financial reporting to donors and stakeholders. Create quantitative reports detailing budget allocation, expenditures, and remaining funds.
- Generated comprehensive reports from the grant database, aiding management decisions and Improved reporting efficiency, resulting in a 55% decrease in report generation time.
- Monitor a \$500,000 grant budget, ensuring 90% compliance with allocated funds, producing monthly reports showcasing expenditure patterns, and presenting a year-end report to donors.
- Conduct thorough interviews and assessments to evaluate candidates' qualifications, skills, and cultural fit, resulting in the selection of highly qualified individuals.



AngelC1@yahoo.com



954-123-5678



Miami, FL



## TECHNICAL SKILLS

#### Programming Languages

Java, JavaScript, C++, Python, SQL, Tableau,

#### Design

Photoshop, Illustrator, Dreamweaver, After Effects, Bridge, Animate

#### Microsoft Office Suites

Word, Excel, PowerPoint, Outlook

#### Databases

Kronos, ADP, UKG, Workday, NetSuite, Salesforce



## LANGUAGES

English

Native or Bilingual Proficiency

Spanish

Intermediate Working Proficiency



## SKILLS

✓ Project and Leadership Management

✓ Organizational and Investigative Skills

✓ Data Analytics and Cloud Security

✓ Data Visualization, Data Entry, and Statistical Analysis

✓ Problem Solving, Communication, and Detail-orientated

✓ Cybersecurity Auditing and Penetration Testing

✓ IT Database and Web Management

## IT Flight Operations

### Spirit Airlines

04/2019 – 09/2023

Orlando, FL

#### Achievements/Tasks

- Delivered exceptional in-flight customer service, ensuring the safety, comfort, and satisfaction of passengers throughout the duration of each flight.
- Contributed to the development of a mobile app to streamline communication and resource-sharing within the mentorship community, such as online training modules and virtual mentorship sessions.
- Served as a New-Hire Mentor by guiding and assisting newly recruited flight attendants throughout their initial training and onboarding process which led to a 35% improvement in new hires' proficiency with company-specific software and tools.
- Utilized mobile devices and software applications to address passenger needs, resulting in a 15% increase in passenger satisfaction ratings. Implemented a real-time feedback system, reducing response times to passenger requests by 20%.



## CERTIFICATES

Google Data Analytics Professional Certificate – Aug 2023

Google

IBM Cybersecurity Analyst Professional Certificate – Aug 2023

IBM

CompTIA Security+ Certification – Dec 2023

CompTIA

Basic Life Support Certification