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Profile

Entry-level professional with limited experience in Power BI, seeking to transition into a BI developer role. Background in retail sales and customer service, with self-taught knowledge of data visualization tools.

Professional Experience

Sales Associate

Retail World, Miami, FL

March 2018 - Present

- Assisted customers with product selection and inquiries, achieving a 95% customer satisfaction rate.
- Managed inventory and performed data entry tasks to maintain accurate stock records.
- Trained new employees on sales techniques and customer service protocols.
- Conducted basic data analysis using Excel to track sales performance.

Customer Service Representative

HelpDesk Inc., Orlando, FL

June 2016 - February 2018

- Responded to customer inquiries and resolved issues via phone and email.
- Maintained detailed records of customer interactions and transactions.
- Provided technical support for company products and services.
- Utilized CRM software to manage customer data and track service tickets.

Education

Associate Degree in Business Administration

Miami Dade College

2014 - 2016

Technical Skills

- Basic knowledge of Power BI
- Microsoft Excel
- Customer Relationship Management (CRM) Software
- Basic SQL

Projects

- Personal Project: Created a simple Power BI dashboard to visualize personal finance data, including expenses and savings over time.

Languages

- English (Native)
- Spanish (Intermediate)