

Professional Summary

Data Analyst with 5+ years of experience supporting U.S.-based operations teams, combining a background in Systems Engineering and Operations Quality. Proven ability to transform complex operational data into actionable insights by building analytics-ready datasets, defining KPIs, and performing end-to-end analyses using SQL and Python. Experienced in data validation, process analysis, and translating operational performance into measurable business impact. Currently expanding data engineering foundations to design scalable, reliable data solutions.

Skills

- Data & Analytics:** SQL (Joins, CTEs, Window Functions, Views), Python (Pandas, Numpy), Data Cleaning, Time-Series Analysis.
- Visualization & Reporting:** Power BI, Tableau, Matplotlib, Excel.
- Cloud & Data Platforms:** AWS (Basics of S3, EC2, RDS), Databricks (SQL, notebooks, dashboards), Snowflake (foundations).
- Engineering Foundations:** Understanding of data engineering lifecycle, relational data modeling, and analytic layer concepts.
- QA, Dev & Workflow:** Git/GitHub, Data Validation, Version Control, QA-Oriented Data Review.

Projects

Shipment Lifecycle Analysis – Personal Project – Bucaramanga, CO Jan 2026

- Built analytics-ready datasets using reusable SQL views to consolidate shipment, events, and financial data.
- Modeled the full shipment lifecycle (Load → Dispatch → Delivery → Invoice) to identify operational bottlenecks.
- Identified facility-level detention affecting ~73% of shipments despite strong on-time delivery performance.
- Quantified downstream impact by linking operational delays to invoicing readiness and cash-flow risk.

Strategic Sales & Profitability Analysis – Volunteer Project – Bucaramanga, CO Aug 2025

- Analyzed 15 years of sales data using Python, identifying a 58% of total revenue representation from digital channels, peaking at 78% in 2024.
- Evaluated Profit vs Revenue to surface client concentration risk and margin dependency on top customers.
- Delivered dashboards visualizing seasonal demand patterns (February/July peaks) to support inventory planning.

Data Cleaning Pipeline: Global Layoffs – Personal Project – Bucaramanga, CO Sep 2025

- Designed a SQL-based data cleaning pipeline using staging tables, deduplication, normalization, and validation checks.

Databricks Logistics KPIs Dashboard – Personal Project – Bucaramanga, CO Jan 2026

- Developed a logistics KPI dashboard in Databricks using SQL to calculate on-time delivery (43.4%) and asset utilization (~71% to 85%).

Work Experience

System Operations Quality Analyst – Vensure Employer Services – Bucaramanga, CO Jan 2025 - July 2025

- Audited 1,000–2,000 operational records weekly to ensure near-zero data defects and compliance with internal standards.
- Designed Excel dashboards to report operational KPIs to leadership, ensuring visibility on team performance and process status.
- Authored 5–10 SOPs that streamlined administrative workflows, cut training and testing time by 50%, and significantly improved data consistency across operations.
- Implemented validation and re-testing processes to maintain data integrity across back-office operations.

Client Support Specialist – Vensure Employer Services – Bucaramanga, CO Mar 2023 - Jan 2025

- Analyzed and maintained interaction and service-history data for 100+ clients, identifying root causes of service issues and helping improve communication workflows between management and operations.
- Coordinated benefits plan selections for ~20 client accounts, ensuring accurate plan setup and managing updates by working closely with internal teams to meet all deadlines.

Education

Data Engineering Professional Certificate – DeepLearning.AI (Coursera) – Remote Jan 2026 – In Progress

Data Analysis Intensive Bootcamp – ASOANDES | Ministerio TIC – Bucaramanga, CO Aug 2025 – Nov 2025

Systems Engineering – Unidades Tecnologicas de Santander – Bucaramanga, CO Feb 2023 – In Progress