Rodger Lugo Cruz

in LinkedIn | 🌐 Portfolio | M clugorodger@gmail.com | 🐙 GitHub

Summary

Innovative and results-oriented data engineer with over 3+ years of diverse experience in the financial and technology industries, I have honed my skills as a data engineer, software engineer, underwriter, and IT support specialist. My passion lies in leveraging data to drive business decisions and enhance operational efficiency. I am now seeking opportunities to further my career in data engineering, where I can utilize my expertise in Python, Apache Airflow, Terraform, and Cloud-based Solutions to develop and deploy scalable data solutions that deliver actionable insights and support strategic decision-making.

Areas of Expertise

- Data Engineer & ETL Processes, Software Engineer | Data Transformation & Integrations | Data Visualization | Database Management
- Agile Methodologies | Software Development Lifecycle (SDLC) | Data Storage Solutions | IT Support | Application Engineering
- Scrum | Cloud-based Solutions | Big Data Management | Project Management & Delivery | Bilingual in English & Spanish

Technical Skills

- Python | Salesforce | Google Cloud Platform | Java | Terraform | BigQuery | C# | Docker | Google Data Studio | Apache Airflow
- Azure | Snowflake | Databricks | Hadoop | SQL | Hive | Impala | MySQL | PostgreSQL | Linux | Ubuntu | GitHub Actions | Git

Project

- **Customer Retention:** Built data pipelines to predict customer churn. Link to Website Project **(08/2023)**

Experience

Underwriting | Dynamics Payments   *San Juan, PR* **| 09/2023 - 10/2023**

- Utilized Salesforce to create and maintain over 200 client records, improving accuracy and streamlining the underwriting process.
- Conducted thorough risk assessments and policy evaluations, leading to a 20% increase in approval accuracy.
- Collaborated with teams to implement underwriting guidelines and standards, boosting efficiency and ensuring compliance.

Data Engineer | Cityglobe   *New York, NY* **| 05/2022 – 08/2023**

- Designed and developed a machine learning model to predict customer churn, utilizing Python, Docker, Apache Airflow, Big Query, Terraform and Google Cloud Platform, improving customer retention strategies.
- Engineered and Automated ETL processes with Google Cloud Storage and Terraform, efficiently loading and transforming large datasets for analysis, reducing manual data handling by 70%.
- Implemented CI/CD Pipeline using GitHub Actions and Makefile, ensuring seamless integration and deployment, significantly enhancing the reliability and speed of development cycles.
- Utilized Feature Engineering techniques in BigQuery, preparing high-quality data for the Random Forest Classifier, achieving a predictive accuracy of 94% and providing actionable business insights.
- Visualized Key Metrics through Google Data Studio dashboards, enabling stakeholders to monitor and analyze customer retention metrics in real-time, driving data-driven decision-making.

Software Engineer, Intern | Cityglobe   *New York, NY* **| 03/2022 - 05/2022**

- Collaborated with the data science team to implement and deploy statistical models for evaluating salary data across various regions and job roles, significantly contributing to informed decision-making processes.
- Engineered a functional prototype utilizing Streamlit, effectively demonstrating its capabilities to key stakeholders from data science, sales, and marketing departments, facilitating enhanced cross-functional collaboration.
- Employed Docker containers to deploy the application on Azure, seamlessly integrating the app with a database to ensure consistent and reliable performance.
- Conducted rigorous testing and debugging to ensure optimal functionality, usability, and prototype performance, driving improvements in user experience and satisfaction for internal teams.

IT Support Specialist | InterAmerican University   *Bayamón, PR* **| 08/2016 - 05/2018**

- Managed a class scheduling system for students, reducing errors by 15% and ensuring efficient use of classroom resources.
- Transferred over 1,000 paper-based records into database systems, resulting in a 10% reduction in data entry errors.
- Performed testing of more than 20 modified forms, ensuring an error-free system during enterprise system upgrades.

Education

Bachelor of Science, major in **Computer Science |** University of Wisconsin-Stout   *Menomonie, WI* **| 06/2022**