

## Osvaldo Ruiz

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### SUMMARY

Analytical and results-driven professional with 8+ years of experience managing programs and teams, now transitioning into data analysis. Skilled in Python, SQL, and data visualization tools like Tableau to derive actionable insights from complex datasets. Proven ability to lead cross-functional projects, automate reporting processes using advanced Excel, and build predictive models to support data-driven decision-making. Seeking an Analyst role to apply a strong foundation in analytics, stakeholder communication, and technical problem-solving to drive business performance.

### EDUCATION

**B.S. Information Technology, Concentration on Information Systems**

December 2024

Arizona State University - Ira A. Fulton Schools of Engineering, Tempe, AZ

### TECHNICAL SKILLS

**Data Analysis:** Advanced Excel (PivotTables, Macros, Charts), Power BI, Tableau, Matplotlib, Seaborn

**Programming Languages:** Python (Pandas, NumPy, Scikit-learn), SQL, Java, JavaScript

**Front-End Development:** HTML, CSS

**Tools and Databases:** Django, Streamlit, Git, GitHub, Jira, AWS, Databricks, Docker, VMware, Jupyter Notebooks

**Other Skills:** Data Cleaning, Data Visualization, Predictive Modeling, Team Leadership, Fluent in Spanish

### PROFESSIONAL EXPERIENCE

**The LEAGUE of Amazing Programmers, San Diego, CA: Program Manager**

09/2021-Present

- Manage a technical school by training, onboarding, and supporting over 6 staff members and over 40 volunteers in delivering purposeful lectures while developing organizational structure with day-to-day operations.
- Implemented advanced Excel reporting to track staff performance metrics and program efficiency.
- Developed and maintained a curriculum in Java and Python to reach over 1,000 students throughout San Diego County.

### RELEVANT PROJECTS

**Sales Insights Dashboard, Individual Project**

July, 2025

- Built a dynamic sales analytics dashboard in Python and Streamlit using a dataset of 9,000+ transactions across 4 regions and 3 product categories.
- Visualized \$2.3M+ in total sales and \$500K+ in profit using KPI metrics and monthly trend charts with Plotly.
- Enabled real-time filtering by region and time period, helping users uncover performance gaps and category-level insights.

**US Housing Market Analysis Dashboard, Individual Project**

August, 2025

- Built interactive Tableau dashboard analyzing 53 years of US Census housing data (1963-2016) with 20,000+ records spanning national and regional metrics.
- Developed cross-chart filtering and dynamic controls enabling users to explore price trends, regional comparisons, and inventory patterns across multiple time periods.
- Identified key market insights including 1,670% price appreciation, regional supply-demand imbalances.

**Customer Churn Analysis Dashboard, Individual Project**

August, 2025

- Built machine learning dashboard using Python and Streamlit to identify key factors influencing customer churn in telecom dataset with Random Forest classification model.
- Developed interactive visualizations displaying model performance metrics, confusion matrices, and feature importance rankings to highlight top 10 churn drivers.
- Implemented comprehensive analytics workflow including data preprocessing, model training, and performance evaluation to deliver actionable insights for customer retention strategies.

### WORK EXPERIENCE

**Starbucks, San Diego, CA: Store Manager**

11/2013-03/2021

- Managed a team of 30+ employees in a 2.5 million-dollar a year location.
- Included in the Advanced Development Program cohort with top performing Store Managers peers to collectively develop and improve the Area.
- Starbucks Manager of the Quarter FY20/Q1, San Diego Barista Champion 2017, & Coffee Master

**Border Angels, San Diego, CA: Programs Coordinator**

12/2015 - Present

- Created Excel sheets and implemented volunteer software to automate and quantify our production, saving over \$40k.
- Lead various programs with over 150 volunteers year wide to help 1600+ people along the San Diego border.

### Certifications

**AWS Cloud Practitioner (in progress)**

7/2025-Expected 09/2025