

# Salomón Santiago Esquivel

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## Summary

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Results-driven Data Analyst with 6+ years of experience converting complex datasets into strategic business insights. Proficient in SQL, Python, Excel, Tableau, and pipeline optimization, with a proven track record of boosting operational efficiency by 20%. Strong collaborator who partners with cross-functional teams to drive informed decision-making. Currently advancing technical skills through IBM Data Analyst Professional Certificate.

## Technical Skills

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- **Programming & Analysis:** Python, SQL, Excel (Advanced), Tableau
- **Databases:** Salesforce, MongoDB
- **Data Processes:** ETL, Data transformation, Data modeling, Data visualization
- **Tools:** Microsoft Office Suite, Jira, GitHub, Jupyter Notebooks
- **Languages:** English (Fluent), Spanish (Native)

## Work Experience

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### Service Offering Manager – North America

Lenovo (Feb 2022 – Jul 2025)

- Increased operational efficiency by 20% through systematic analysis and data-driven improvements.
- Improved customer satisfaction by 25% via quarterly data analysis for portfolio optimization.
- Streamlined custom offering creation using optimized data models, significantly reducing time-to-market.
- Established comprehensive data governance standards with 100% team adoption.

### Claims Examiner – LATAM

Swiss Re (Mar 2020 – Jan 2022)

- Enhanced claims processing efficiency by 13% through optimized communication workflows.
- Reduced denied claims by 15% through improved document analysis processes.
- Increased financial data accuracy by 25% with enhanced bordereau analysis.
- Managed complex data ETL processes to deliver accurate financial reporting.

### FP&A Finance Intern ITO – LATAM

General Electric (Aug 2018 – Feb 2020)

- Improved financial data accuracy by 20% via detailed analysis of Salesforce reports.
- Increased sales data quality by 15% through collaboration with sales leadership.
- Optimized data pipelines, enhancing documentation processing efficiency by 85%.

### Controller Intern

Mira Companies (May 2017 – Aug 2018)

- Increased accounts payable efficiency by 20% through ERP system implementation.
- Automated payment processing workflows, achieving a 20% time savings.

## Certifications & Projects

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- IBM Data Analyst Professional Certificate (In Progress)
- Google Data Analytics Certificate (Coursera)
- SQL, Excel for Data Analysis, MongoDB (Codecademy)
- IELTS Academic
- **Portfolio Projects:** Sales Performance Analysis, E-commerce Analytics, Customer Behavior Analysis featuring SQL, Python, and interactive dashboards

## Education

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### Universidad Iberoamericana, Mexico City

Bachelor of Engineering in Industrial Engineering

- Relevant Coursework: Statistics, Data Analysis, Process Optimization
- Track and Field Team Member (2016–2018)