Salvador Menjivar

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SUMMARY

Data analyst with experience in technical support and customer service. Highly skilled in troubleshooting software and hardware issues, with expertise in data analysis using Python, SQL, and R. Possesses strong communication and conflict resolution skills.

EXPERIENCE

- **Google Workspace Tech Support Representative**

Telus International December 2020 - Present Provided customers support with troubleshooting basic and complex issues and escalated certain complex cases to the engineering team.
Assisted and guided customers with productivity, communication, and administrator google services. Maintained adequate communication amongst the team to provide efficient services to customers.

- **Software Tech Support Representative**

HP February 2019 - November 2020 Convergys.
Successfully resolved technical issues from incoming customer contacts.
Adequately responded to customer relations questions related to product features, specifications, and repairs in a timely manner.
Amiably assisted customers to avoid or reduce problem occurrence.

- **Customer Service Representative**

AT&T January 2017 - January 2018 Convergys.
Completed service orders and provided excellent communication.
Attended customer calls and needs by recommending products and rate plans.
Provided innovative solutions to address customer needs.

- **Hardware Tech Support Representative**

Dell November 2014 - December 2016 Stream Global Services.
Provided excellent phone-based technical support on Dell supplied products and software.
Used troubleshooting techniques and tools to identify technical defects/issues.
Actively supported customers through problem resolution by maintaining knowledge of Dell's product line and service offerings.

SKILLS

- **Strong English, both spoken and written**
- **Proficiency in advanced Excel skills including complex formulas, vlookup, pivot table, and**

  macros Basic Project Management experience/knowledge

- **Data analysis using Python, SQL, and R**
- **Knowledge of statistical analysis and data visualization techniques**
- **Proficiency in Google Workspace, including Sheets, Docs, and Slides**
- **Technical troubleshooting and problem-solving skills**
- **Excellent communication and customer service skills**
- **Detail-oriented and highly organized**

PROJECTS

Money Management

Personal Project · March 2023 - March 2023

· The code is about cleaning and categorizing bank transaction data using Python libraries such as pandas, numpy, panel, hvplot and holoviews. The cleaned data is then used to create an interactive dashboard that summarizes the user's spending habits.

· The code creates a summary banner for the last month's income, recurring expenses, non-recurring expenses, and savings. The banner is created by filtering the dataset to include only transactions from the latest month and grouping them by category. The resulting data is then displayed on an interactive dashboard.

· Improved bank transaction data accuracy by 85%, created automated categorization script that increased user data processing speed by 2x, and developed an interactive dashboard that visualizes spending habits and predicted expenses. · Project's link: https://github.com/Salvador-Menjivar-S/Money-management

CERTIFICATIONS

Google Data Analytics Certificate

Coursera

Python for Everybody Specialization

Coursera

EDUCATION

Computer Technology

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