

Stephanie Gonzalez

Systems Engineer & Chemical Engineer

Data Analyst | Business Information Optimization & Visualization
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Professional Profile

Systems Engineer and Chemical Engineer with experience in data analysis, business intelligence (BI), process automation, and information visualization for decision-making. I have worked in sectors such as mobile technology and BPO services, specializing in sales analysis, brand positioning, and the creation of dashboards and performance reports. I possess strong analytical and technical skills to interpret large volumes of data and generate strategic reports for commercial decision-making. I am proficient in key tools such as Power BI, advanced Excel, SQL, Python, and Access. My focus is on delivering value through clean data, clear visuals, and efficient processes.

Professional Experience

Multiempleos / Sky Friend (Official Distributor for OPPO Colombia)	Bogotá D.C
BI Data Analyst	Jan 2025 - Present
<ul style="list-style-type: none">Developed and created Power BI dashboards for detailed tracking of commercial expenses versus monthly budget, facilitating strategic financial decisions.Conducted weekly analysis of official sales data from retail chains such as Alkosto, Éxito, and Falabella, generating sales, inventory, and projection reports.Prepared performance comparison reports between brands, segmenting by price, region, and channel to inform commercial strategies.Managed and automated commission calculations for sales teams (managers, supervisors, promoters), handling values exceeding COP \$1,000M, considering sales and achieved targets.Optimized the corporate bonus delivery and legalization process, reducing outstanding debt from COP \$379M to just COP \$12M through rigorous payment control and follow-up.	
Concentrix S.A.S	Bogotá D.C
Bilingual Training and Quality Supervisor	Aug 2023 – Jan 2024
<ul style="list-style-type: none">Automated workflows using Excel VBA and macros, significantly increasing team efficiency.Developed interactive dashboards for the visualization of key team KPIs, improving the visibility of essential data.Led a team of 8 quality evaluators, consistently exceeding weekly targets.Implemented corrective actions based on thorough data analysis to address deficiencies.Executed data analysis to identify service gaps, translating findings into effective corrective actions.	
Concentrix S.A.S	Bogotá D.C
Bilingual Quality Evaluator	Jun 2022 – Aug 2023
<ul style="list-style-type: none">Analyzed call audit data to identify trends and areas for improvement.Designed and led group training sessions and individual data-driven sessions to enhance performance.Developed metric-based action plans to correct performance deficiencies.	
Concentrix S.A.S	Bogotá D.C
Bilingual Customer Service Advisor	Oct 2021 – Jun 2022
<ul style="list-style-type: none">Analyzed customer query patterns to propose improvements in service processes.Proposed improvements to service scripts based on common customer request patterns.	

Education

Systems Engineering	Bogotá D.C
EAN University	Jun 2019 – Nov 2023
Chemical Engineering	Bogotá D.C
EAN University	Jan 2017 – Nov 2021

Complementary Training & Certifications

100 Days of Code: The Complete Python Pro Bootcamp: Udemy.	Sep 2024 – Present
Covers automation, web development, data science, machine learning, and game development using Python and key tools like Flask, Pandas, and Selenium.	
Data Analysis Specialization, Netzun & San Ignacio University (Miami).	Jul 2024 – Aug 2024
Covers data analysis fundamentals, including statistics, programming (Python, R), Business Intelligence, SQL, and cloud computing.	
Full Stack Web Development: Udemy.	Feb 2024 – Jul 2024
Covered HTML5, CSS, JavaScript, SCSS, PHP, MySQL, and database management.	

Skills

Technical Skills
Power BI Advanced Excel Power Query SQL Macros Access Data Visualization VBA ETL Processes Python PHP HTML CSS JavaScript SCSS Figma Git GitHub RESTful APIs Microsoft Office Web Development Responsive Design MVC (Model-View-Controller) Aspen Plus Aspen HYSYS Aspen EDR
Soft Skills
Teamwork Strategic Planning Creativity Project Management Leadership Communication Problem Solving Adaptability Self-Discipline Attention to Detail Data Analysis Analytical Thinking Critical Thinking Time Management Collaboration and Interpersonal Adaptability

Highlighted Projects

Audit Automation – Concentrix | Implemented an automated audit tracking system using Excel and VBA, consolidating data from multiple sources and generating visual reports for management, which improved efficiency and decision-making.

Web Development for Artist “The Big Jhony” (Freelance – In Progress) | Developed a responsive website in collaboration with a UI designer for a musical artist, using HTML, CSS, and JavaScript, and implementing responsive design principles and version control with Git and GitHub.

Inventory System for Famoc Depanel | Developed software as a graduation project using Python and SQL, implementing CRUD operations to efficiently manage the company's furniture inventory.

Languages

English Upper Intermediate (B2) • Spanish Native