

STEVEN PIEDRA  
VILLALTA

SOFTWARE ENGINEER

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Residencial Amaranto, Alajuela

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ABOUT ME

Data Analyst with 3 years of experience in collecting, processing, and analyzing large datasets to provide actionable insights and support data-driven decision-making in the banking. Proficient in using tools such as Excel, SQL, Python, and data visualization software like Power BI and Tableau. Experienced in data cleaning, statistical analysis, and creating reports that effectively communicate trends and patterns to stakeholders. Adept at collaborating with cross-functional teams to implement data strategies and improve business performance. Committed to continuous learning.

WORK EXPERIENCE

- Investigation Analyst I

Oct 2024-At the moment

Bac Credomatic, Calle Blancos

Utilizing data analysis tools in the financial field, creating high-level presentations for senior management using tools such as Tableau, Power BI, and SQL, conducting extensive research, developing prototypes for emerging technologies, and supporting team coordination to ensure smooth project execution.
- Critical Processes Assistant

Jun 2023-Sep 2024

Bac Credomatic, Curridabat

Created Power Bi and Tableau Dashboards, handled big data processes (data adquisition, transformation and loading), prepared high-executive presentations and provided assistance to senior management.
- Client Advisor

May 2021-Jan 2023

Ferretería EPA, Belén

As a Costumer Advisor, I provided personalized consultations to clients. I managed both virtual and psysical inventory using SAP.

LANGUAGES

- Spanish (Native)
- English (B2+)

EDUCATION

- UNIVERSIDAD DE COSTA RICA (UCR)

Sep 2025-At the moment

Professional Master's Degree in Business Administration with an Emphasis in Management (MBA)
- FIDELITAS UNIVERSITY

Jan 2020-Sep 2023

Bachelor's Degree in Systems Engineering
- INSTITUTO NACIONAL DE APRENDIZAJE

Jan 2020-Jan 2021

Information and technology operator
- INTENSA INSTITUTE

Jan 2023-Oct 2024

Intensive English

SKILLS

Effective **communication**, **problem-solving**, and critical thinking skills.

Strong in **teamwork**, **collaboration** and **adaptability**. Excelent **time management** and **attention to detail**.

Costumer-focused with experience in **conflict resolution** and **non-hierarchical leadership**.

WORK REFERENCES

- Mr Yeltsin Rojas Morales

Account Playable Analyst / Roche

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Email: [Yeltsin2612@gmail.com](mailto:Yeltsin2612@gmail.com)
- Mr Edward Centeno Guido

Software Architech / BAC Credomatic

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