

YUNUE SARAI SANTAMARIA OSORIO

Data Analyst- Python, SQL-MySQL, Tableau, Machine Learning

CONTACT



Cel. +52-(55)-70095232



yunuesa.os@gmail.com



Mexico City (open to relocate)



[Yunue Santamaria](#)

EDUCATION

IronHack

Data Analyst

April 2023 - actual

Bachelor's degree in Economics

UNAM, (2017)

Bachelor's degree in Actuary

UNAM, (2015)

SKILLS-TECH

- **Microsoft Office** (Excel, Macros, Word, PowerPoint)
- **Python**
- **MySQL**
- **Tableau**
- **Trello**
- **Google Workspace** (Calendar, Drive, Sheets, etc.)
- **Slack**
- **Mindbody Business**
- **PayPal**
- **GitHub**
- **PSPs**

PORTFOLIO

<https://github.com/Yunue2110/Portfolio.git>

LANGUAGES

English - Business

Spanish - Native

MEDIA Vedal - Fraud Specialist

(April 2023- actual)

Finance | Budapest (Remote)

- Screening all incoming transactions from high-risk sources.
- Verifying users who were recognized as fraudulent users.
- Handle chargeback alerts
- Balance the chargeback rate to be below the .75% industry-standard while not refunding transactions that can be won by chargeback challenges.
- Create weekly PDF reports of our fraud performance
- Constant monitoring and recognizing changing fraud patterns and coming up with different filtering methods/countermeasures to eliminate the fraudulent traffic source without impacting normal users .

Banorte - Analyst

(May 2020 - March 2023)

Finance | Mexico City

- Validate and analyze customer documentation for SME credit: File and collate information, capture data and prepare contracts.
- Analyze risks and fraud in the credits offered: Verify customer information and veracity of documents, credit history review and interpretation of financial statements.
- Profiling and sale of financial products
- Pre-audit in 7 type A branches of the Mexico-South territory (Roma-Condesa regional), improving their final scores in final audits.

Achievements:

- In the 7 pre-audited branches, an OUTSTANDING score is achieved, implementing adequate processes, training and elaboration of manuals to improve the practices of the branches, working directly with the director and regional marketer.

Blinder Center - Customer Experience

(Jul 2019 - May 2020)

Health / Physiotherapy| Mexico City

- Management of schedules in branches and at home, using Mindbody software: doctors, specialists and physiotherapists: improvement in attention times and quality of service.
- Route planning for home delivery: logistics with Google Maps to optimize times.
- Customer life cycle management using Trello and Kanban: depending on the status of the customer, they were assigned on the board and the corresponding process was applied -> first appointment, on pause, rehabilitation, second appointment, discharges, etc.
- Management of customer accounts: up-selling, cross-selling and retention.

Achievements:

- Restructuring of the business model due to the pandemic, focusing on home service: retention of more than 80% of customers was achieved, keeping the company profitable and implementing the appropriate processes.

Meroma - Financial Planning

(Oct 2017 - Jul 2019)

Restaurant | Mexico City

- Coordination of payments to staff: weekly.
- Cash management, bill collection and closing daily sales.
- Creation of daily reports: income and expenses.
- Inventory management for the bar area: alcohol, fruit, supplies, etc.