

ALESSANDRA JORQUERA

JUNIOR DATA ANALYST

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Santiago, Chile

PROFESSIONAL PROFILE

Data analyst with a background in Industrial Design and experience in qualitative and quantitative analysis. With solid knowledge in research and project management, I am skilled at translating complex data into practical solutions and effective visualizations. I work with tools such as Python, SQL, Tableau, and automation techniques to optimize processes and extract valuable insights. My analytical and creative approach motivates me to drive data-based decision making.

SKILLS AND SOFTWARES

Technical Skills: Python | Data Wrangling | SQL | VS Code | GitHub | Tableau | Plotly | Matplotlib | Dash | Microsoft Office (Excel).

Design Software: Illustrator | InDesign | Photoshop | Inventor | SolidWorks | KeyShot | AutoCAD | Premiere Pro.

Languages: English (Proficient) / Spanish (Native).

WORK EXPERIENCE

Sept 2021 - Present **Analysis and Design Engineering** / Ilca Studio

SANTIAGO, CHILE

- Conducted a human factors study using **NVivo** to analyze preferences of heavy vehicle drivers regarding human-machine interface (HMI) design.
- Developed quantitative analysis with construction vehicle simulator experiments to evaluate design effectiveness, applying statistical tools and data visualization through **Python** and **Tableau**.
- Analyzed workplace satisfaction surveys in the Human Resources area, processing and visualizing data to identify patterns and trends.

Mar 2020 - Dec 2022 **CAD/CAM Designer** / Technische

LONDON, ENGLAND

- Analyzed technical requirements and transformed them into quantifiable specifications for CNC programming.
- Developed parametric optimization methodologies to reduce manufacturing times.
- Created simple predictive models for resource estimation in projects of different scales.

FEATURED PROJECTS

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|-----------|--|
| Sept 2025 | <p>Optimization of Marketing Expenses</p> <p>Showz Analytics Department</p> <p><i>This analysis aims to understand how customers use the service, when they start buying, how much value they bring to the company, and when revenue covers the cost of acquiring them. This information helps make better marketing investment decisions.</i></p> <p>Technologies Used: Python, Jupyter Notebooks (pandas, matplotlib, seaborn, numpy, scipy.stats, sqlalchemy).</p> |
| Nov 2025 | <p>Optimization of Telecom Operator Performance</p> <p>CallMeMaybe Analytics Project</p> <p><i>This project looks at operator performance in the CallMeMaybe telephony service, focusing on how calls are distributed. The goal is to find underperforming operators by looking at missed calls, wait times, and outbound call volumes. The analysis involves data exploration, performance evaluation, statistical testing, and creating dashboards for visualization.</i></p> <p>Technologies Used: Python, Jupyter Notebooks, Tableau (pandas, matplotlib, seaborn, numpy, scipy.stats, sqlalchemy).</p> <p>https://public.tableau.com/app/profile/alessandra.jorquera/viz/Sprint14_Alessandra/Dashboard2</p> |

EDUCATION

- | | |
|-----------------------|--|
| Jul 2024 - Jan 2024 | <p>Tripletten</p> <p>Data Analyst Program</p> <p><i>Course focused on data analysis, covering Python, SQL, and standard analysis methods. Includes 12 practical projects based on real-world data.</i></p> <p>Education Status: Complete</p> |
| Sept 2019 – Sept 2020 | <p>Nottingham Trent University</p> <p>MA Products and Furniture Design</p> <p><i>Studies on sustainable products, professional collaboration project with Brunel Healthcare.</i></p> <p>Education Status: Complete</p> |
| Mar 2009 – Dec 2014 | <p>Pontificia Universidad Católica de Valparaíso</p> <p>BA Industrial Design</p> <p><i>Industrial and object design, final project in bioclimatic architecture.</i></p> <p>Education Status: Complete</p> |