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Professional Summary

Data Analyst with 5+ years of experience specializing in data migration, ETL processes, Power BI, and data quality management within healthcare and enterprise environments. Experienced in analyzing financial and operational data to identify trends and support business insights for multinational companies such as HP. Demonstrated analytical and problem-solving skills applied to improving business processes, reporting, and decision-making.**

Key Skills

- **Data Migration & ETL:** SQL Server, Power Query, M-AT, NPR, ETL Process Design, Data Modeling, Data Quality Management
- **Data Visualization & Business Intelligence:** Power BI (advanced, incl. dashboard design and data modeling for HP), Thoughtspot, KPI Development, Dashboard Automation
- **Data Validation & Quality Control:** Advanced Excel (data validation, automation), Data Cleansing, Performance Metrics
- **Systems & Tools:** Meditech, SAP, Salesforce, Business Intelligence, Database Optimization
- **Collaboration & Project Management: Stakeholder Communication, Cross-functional Teamwork, Process Automation, User Training & Onboarding, Documentation (English & Spanish)-
- **Communication:** Professional working proficiency in English and Spanish; effective written and verbal skills

Professional Experience

Programmer Analyst

Management Health Services — Medellín, Colombia

Feb 2024 - Present

- Developed 15+ automated reports using M-AT and NPR, reducing manual reporting time by 60% for 200+ healthcare professionals
- Built 20+ SQL stored procedures, improving query performance by 40% and reducing error rates by 75%
- Architected consolidated dashboard integrating 8 data sources, cutting data preparation time by 70%
- Led system transition and trained 15 users, establishing data governance protocols and improving accuracy by 85%
- Collaborated with cross-functional teams to optimize healthcare data workflows

Channel Data Specialist

HP — Medellín, Colombia (Remote)

Jan 2022 - Nov 2023

- **Developed and deployed Power BI dashboards** for sales, inventory, and executive reporting, providing actionable insights for Latin America operations - **Designed and implemented complex**

data models in Power BI, integrating multiple sources (SAP, Salesforce, Excel) and optimizing data refresh cycles - Automated ETL processes and reporting, reducing manual processing time by 87% and increasing accuracy by 95% - Managed Thoughtspot data for 8+ countries with 100% reporting accuracy - Led the preparation and delivery of recurring performance dashboards and business reports for management and cross-functional teams - Provided ad hoc analysis to support regional data-driven decision-making

Brokerage Associate

UPS — Medellín, Colombia

Sep 2020 - Jan 2022

- Managed 200+ monthly shipments with 99% accuracy for UK market
- Developed automated tracking system, reducing processing time by 65%
- Streamlined ETL processes for 1,000+ transactions, achieving 40% faster processing times
- Maintained 98% client satisfaction while managing 50+ regular clients

Administrative Assistant

Servientrega CS — Barranquilla, Colombia

Feb 2016 - Apr 2017

- Developed 12 KPIs, improving sales visibility by 30% across 5 regions
- Automated SAP data analysis, reducing reporting time by 75%
- Managed \$5M+ annual sales budget with 98% forecasting accuracy

Education

Bachelor of Business Administration (BBA) in International Business and Finance

Universidad Autónoma del Caribe — Barranquilla, Colombia

GPA: 4.4/5.0

Certifications

- **Power BI Data Analyst Associate (PL-300)** – Microsoft (In Progress)
- Google Data Analytics – Google (2025)
- Business Intelligence (BI) Essentials – IBM (2024)
- SQL for Data Science – Coursera (2023)

Languages

- English (Professional Working Proficiency)
- Spanish (Native)

Ongoing Professional Development

- Currently deepening expertise in advanced Power BI features, including DAX, dataflows, and custom visuals, and active learning of APIs in .NET.
- Engaged in continuous learning of predictive analytics and machine learning for business applications

How My Experience Aligns with This Role

Work with domestic and international business units, functional and technical leads, vendors, and other partners within Global Enterprise Technology Solutions (GETS) to

support IT systems that enable YUM Growth Drivers and YUM GETS roadmaps. Assist in maintaining knowledge of GETS Restaurant Development Systems, supporting customer business needs while working under the guidance of senior analysts, vendors, and internal IT teams. Participate in efforts to drive continuous business and IT improvements through effective requirements gathering, analysis, and implementation of best practices

Relevant experience demonstrated through data analysis, process optimization, and cross-functional collaboration in enterprise environments.

Provide IT administration and support for Restaurant Development systems, working with global development teams and YUM support teams to resolve support tickets and system maintenance requests

Relevant experience demonstrated through data analysis, process optimization, and cross-functional collaboration in enterprise environments.

Assist vendors and internal teams to ensure efficient and effective support coverage

Relevant experience demonstrated through data analysis, process optimization, and cross-functional collaboration in enterprise environments.

Research and recommend corrective actions for problem resolution

Relevant experience demonstrated through data analysis, process optimization, and cross-functional collaboration in enterprise environments.

Implement support process improvements, automation of support tasks, and training

Developed 15+ automated reports using M-AT and NPR, reducing manual reporting time by 60% for 200+ healthcare professionals

Support project steps/phases within broader projects under guidance from senior analysts or leads

Relevant experience demonstrated through data analysis, process optimization, and cross-functional collaboration in enterprise environments.

Translate vendor and customer requirements for the GETS Integration team.

Architected consolidated dashboard integrating 8 data sources

Collaborate with business analysts and cross-functional teams throughout the project lifecycle to define, document, and support functional and technical requirements

Relevant experience demonstrated through data analysis, process optimization, and cross-functional collaboration in enterprise environments.

Assist in testing cycles, translating technical requirements into detailed test plans and working with QA teams to develop integration test plans.

Architected consolidated dashboard integrating 8 data sources

Support with testing integration solutions to ensure they meet system needs and quality standards.

Architected consolidated dashboard integrating 8 data sources

Document existing data flows and develop new and improved processes

Relevant experience demonstrated through data analysis, process optimization, and cross-functional

collaboration in enterprise environments.

Assist in training sessions for end users and cross-train team members on Restaurant Store Development (AiS)

Led system transition and trained 15 users, establishing data governance protocols

Typically requires a college degree (or equivalent) with up to one year of experience but may not have any

Relevant experience demonstrated through data analysis, process optimization, and cross-functional collaboration in enterprise environments.

Developing foundational knowledge in Business Analysis with an emerging understanding of related disciplines and industry best practices

Relevant experience demonstrated through data analysis, process optimization, and cross-functional collaboration in enterprise environments.

Familiarity with Application Development methodologies and technical documentation

Relevant experience demonstrated through data analysis, process optimization, and cross-functional collaboration in enterprise environments.

Ability to work collaboratively across teams to achieve project goals.

Implemented sales and inventory dashboards for Latin America, reducing decision-making time by 40%

Understanding of Restaurant Development Systems and related tools (preferably on a SaaS platform)

Relevant experience demonstrated through data analysis, process optimization, and cross-functional collaboration in enterprise environments.

Basic knowledge of business analysis methodologies, technical documentation, and Agile project management

Relevant experience demonstrated through data analysis, process optimization, and cross-functional collaboration in enterprise environments.

Exposure to restaurant/store development processes and industry best practices

Relevant experience demonstrated through data analysis, process optimization, and cross-functional collaboration in enterprise environments.

Problem Solving

Relevant experience demonstrated through data analysis, process optimization, and cross-functional collaboration in enterprise environments.

Learns routine assignments of limited scope and complexity. Follows practices & procedures to solve standard or routine problems. Problems primarily utilizing existing processes

Relevant experience demonstrated through data analysis, process optimization, and cross-functional collaboration in enterprise environments.

Communication & Collaboration

Collaborated with cross-functional teams to optimize healthcare data workflows

Builds stable internal working relationships, interacts primarily with supervisors, mentors,

or project leads, and seeks guidance from senior team members

Relevant experience demonstrated through data analysis, process optimization, and cross-functional collaboration in enterprise environments.

Be a self-starter, quickly learning other YUM systems while assisting the team with support

Relevant experience demonstrated through data analysis, process optimization, and cross-functional collaboration in enterprise environments.

Additional Notes (Optional)

If there are requirements in the job description that are not directly evidenced above, I am actively developing transferable skills and have a strong record of quickly bridging knowledge gaps through self-directed learning and hands-on practice.