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Professional Summary

Data Analyst with 5+ years of experience in ETL, data migration and business intelligence across healthcare and enterprise environments. Proven track record delivering automated reporting solutions and consolidated dashboards that reduce manual work and improve decision speed. Strong SQL and Power BI practitioner who translates stakeholder needs into KPIs and reliable data products.

Key Skills

- **Data Migration & ETL:** SQL Server, stored procedures, Power Query (M), ETL process design, data modeling, data quality management.

- **Data Visualization & BI:** Power BI (advanced: dashboard design, data modeling, DAX), ThoughtSpot, KPI development, dashboard automation.

- **Data Validation & Quality Control:** Advanced Excel (validation, automation), data cleansing, performance metrics.

- **Systems & Tools:** SAP, Salesforce, Meditech, Jira, Confluence, database optimization.

- **Collaboration & Project Support:** Requirements elicitation, stakeholder communication, user training, documentation (English & Spanish).

- **Languages:** Spanish (Native), English (Professional Working Proficiency).

Professional Experience

Programmer Analyst
Management Health Services — Medellín, Colombia
Feb 2024 - Present
- Developed 15+ automated reports (M-AT, 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 a consolidated Power BI dashboard integrating 8 data sources, cutting data preparation time by 70%.
- Led system migration and trained 15 users; implemented data governance protocols that increased data accuracy by 85%.
- Partnered with clinical and operational teams to refine reporting requirements and streamline data workflows.

Channel Data Specialist

HP — Medellín, Colombia (Remote)

Jan 2022 - Nov 2023

- Designed and deployed Power BI dashboards for sales, inventory and executive reporting across LATAM, reducing decision time by 40%.
- Implemented complex data models integrating SAP, Salesforce and Excel; optimized refresh cycles and improved reliability.
- Automated ETL and reporting processes, cutting manual processing time by 87% and increasing accuracy to 95%.
- Managed ThoughtSpot datasets for 8 countries, ensuring 100% reporting accuracy and timely KPI distribution.
- Delivered ad hoc analyses to support regional planning and operational decision-making.

Brokerage Associate

UPS — Medellín, Colombia

Sep 2020 - Jan 2022

- Managed 200+ monthly shipments with 99% accuracy for the UK market.
- Developed an automated tracking system that reduced processing time by 65%.
- Streamlined ETL processes for 1,000+ transactions, improving processing speed by 40% and reducing manual errors.
- Maintained 98% client satisfaction while managing 50+ regular clients.

Administrative Assistant

Servientrega CS — Barranquilla, Colombia

Feb 2016 - Apr 2017

- Implemented 12 KPIs that improved sales visibility by 30% across five regions.
- Automated SAP-based analyses, reducing reporting time by 75%.
- Managed a $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

- Deepening expertise in advanced Power BI (DAX, dataflows, custom visuals) and practical integration via APIs/.NET.

- Exploring predictive analytics and applied machine learning for business use cases.

How My Experience Aligns with This Role

- Hands-on experience translating business needs into dashboards, KPIs and acceptance criteria for cross-functional stakeholders.

- Demonstrated ability to support enterprise reporting systems, implement automation and improve data quality and stability.

- Experience coordinating with vendors and global development/support teams to resolve issues and implement integrations.

- Proven track record training end users and documenting processes to ensure adoption and reduce incidents.

- Comfortable participating in testing cycles, creating test plans and validating integration solutions.