Asael M. Garcia

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PROFESSIONAL PROFILE

Analytical and results driven professional with extensive experience impacting organizational performance through research and analysis. Strong analytical skills, support business operations through robust modeling, accurate reporting, and precise analysis of key performance indicators and trends. Identifies and extracts data sets. Provide trusted advice to facilitate executive-level decision making.

Areas of Expertise

Advanced with SAS (Automating reports, Macros, and Regressions) – Thorough Knowledge of Microsoft Office – Advanced with Pivot, Vlookup, and Macros – MS SQL Server / Teradata – Snowflake SQL – PostgreSQL – Siebel Communications (RIO) – Advanced Knowledge of Tableau – Strong Communication Skills, Strong Problem Solving Skills – Detail-Oriented – Time Management – Able to take Direction – Fluent in Spanish -- Work Effectively both Independently and in a Team Environment – Dedicated – Energetic – Motivated for Professional Growth

PROFESSIONAL EXPERIENCE

WIDE OPEN WEST – Denver, CO   2019 to Present
REVENUE ASSURANCE ANALYST
- Performed ad-hoc and reporting analysis on current organizational issues while maintaining existing reports using tableau or excel.
- Actively participated in special projects assigned by management to analyze existing business processes to identify trends and provide performance improvement measures.
- Used new technology or methods for new insights in order to identify problematic issues.

AT&T/DIRECTV – Denver, CO   2016 to 2019
BUSINESS ANALYST – RMET/IEFS ORGANIZATION
- Managed external partner reporting and analyzed tracking performance on different field metrics to determine each market's status.
- Created stored procedures in MS SQL Server for reporting and data analysis purposes using SQL and Teradata.
- Prepared detailed and summarized high level reporting for internal departments using a variety of data fields.

BUSINESS ANALYST – FIELD SERVICES PARTNER OPERATIONS   2013 to 2016
- Analyzed data from field operations to identify trends and similarities in order to improve the customer's experience, improving completion rates and identifying potential markets and home service providers that are below goal.
- Designed and created monthly reporting showing key metrics in relation to the completion rate impact by identifying first available installs, customer selected intervals, and a variety of cancellation reasons trends.
- Created, designed, and managed daily, weekly, and monthly dashboards as well as managed action plan reports by market and by sales channel using work order and customer account detail.

BUSINESS ANALYST – QUALITY ASSURANCE ANALYTICS   2011 to 2013
- Analyzed large volumes of unstructured call data in order to draw conclusions based on call findings and clearly summarized results into actionable information to demonstrate key trends and to report recommendations.

T-MOBILE – Lenexa, KS   2006 to 2011
CSR -- Resolved customer billing and technical problems while addressing customer concerns.

ICG – Overland Park, KS   2005 to 2006
CSR -- Resolved customer inquiries and responded to emergency messages to various hospitals and offices.

EDUCATION

Udacity   2018
Business Analyst Nanodegree Certification

DeVry University   2013
Bachelor of Science Business Administration Information Systems