

CESAR GONZALEZ

18752 E. Arkansas PL. Aurora, CO 80017 | Gcesar13@yahoo.com | **Bi-Lingual** (Spanish-English)

EDUCATION

Bachelor of Social Work & Bachelor of Arts in Political Science

August 2013-May 2018

Colorado State University, Fort Collins, CO

Business Analytics Certificate

October - December 2020

eCornell

- Learned how to leverage Excel's business analytic and modeling capabilities to examine functional data and make well informed business decisions and predictions
- Compiled and cleaned large data sets to improve accuracy and create meaningful outcomes

Tableau Data Analytics Certificate with Statistical Analysis

August 2021 – January 2022

Pathstream

- Gained a foundation in Business Analytics, SQL for Analytics, and Data Visualization.
- Learned SQL for analytics and core skills that includes managing a relational database for the purposes of data analytics, applying SQL in MySQL for DML and DDL, and apply normal forms (1NF, 2NF, & 3NF) for database normalization
- Conducted statistical assessments using discrete and conditional probability, developing multiple linear regression models, and running A/B tests to test data hypotheses and refine solutions
- Attained knowledge of business framing techniques to communicate analyses for intended stakeholder and represent data and insights in charts and tables in Excel and Tableau

EXPERIENCE

Bilingual Education Coach, Guild Education

September 2019-Present

Denver, CO

- Optimize Guild's internal business systems (including Salesforce, Five9, 360SMS, Calendly, Gong, and Zendesk) to provide timely and efficient outreach to students from all employer partners
- Act as a Business Systems SME for the Education Coach team in which I provide 1st tier support and product insights for our phone system (Five9), texting tool (360SMS), customer relationship system (Salesforce) and call recording (Gong).
- Leverage analytic tools such as Looker daily, weekly, and monthly to improve workflow and ensure metrics are being met
- Maintain an organized pipeline of students in Salesforce through timely and appropriate outreach via phone, email, and texts, with the goal of aiding them in reaching their educational goals and to ensure a positive student experience with Guild
- Document issues that occur both within Guild's internal business systems and the student facing side to help all teams address areas that can be improved
- Work cross-functionally with a variety of Guild's business units to ensure departments and company wide best practices
- Mentor new hires to ensure they are comfortable, ready, and set up for success for the Bilingual Education Coach role

Legal Assistant, Thomas Keel & Laird, LLC

August 2018-August 2019

Denver, CO

- Acted as a liaison between clients, experts, attorneys, court personnel, and opposing counsels, for all legal matters regarding the firm's cases while maintaining confidentiality
- Built action plans to ensure the firm was running smoothly and addressing any possible issues that may have come up, by effectively communicating and collaborating with all attorneys and paralegals in the firm

Social Work Intern, Colorado Public Defenders Office

January-May 2018

Fort Collins, CO

- Authored persuasive and complex professional mitigation reports that were used in the defense of clients with the goal of humanizing them by presenting the intersection of social systems, synthesizing legal and medical documents, conducting interviews, and effectively communicating and integrating multiple sources of knowledge
- Exemplified competence in working with diverse individuals by managing a caseload including people from a variety of ethnic and cultural backgrounds, as well as people with substance abuse, mental health, and developmental disabilities

STUDENT DEVELOPMENT, DIVERSITY & LEADERSHIP EXPERIENCE

Student Ambassador, CSU Career Center, Student Affairs

July 2017-May 2018

Fort Collins, CO

- Acted as a liaison to El Centro, the Hispanic/Latin/x Student Diversity Program and Service office at CSU, and connected students within that office to the resources offered by the Career Center and in the professional development of its student's members, which included resume and cover letter presentations, internship search strategies, and interview preparation
- Developed effective communication skills through conducting informational presentations to over 30 students, including topics such as: Resumes, Cover letters, Job search strategies, and how to handle and approach interviews