

BIANCA TOVALIN-MANGUAL

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PROFILE

Results-driven Solution Engineer with a strong foundation in software development, data analytics, and user experience optimization. Adept at leveraging automation, cloud technologies, and data visualization to drive efficiency, streamline workflows, and enhance customer engagement. A quick learner with a passion for problem-solving, innovation, and cross-functional collaboration. Proven ability to analyze complex challenges, implement strategic solutions, and deliver measurable business impact.

EXPERIENCE

Capital One – Associate Software Engineer

Feb 2023 – Present

- Spearheaded UI/UX enhancements for the e-sign page, refining design, navigation, and functionality to improve user experience and contract completion rates
- Designed and implemented automated testing strategies, streamlining code validation and reducing manual testing demands, leading to improved efficiency in product releases
- Modernized the outdated hard-pull page by aligning its flow with current auto-refinance processes, introducing updated styling, optimized verbiage, and interactive elements to enhance user clarity and decision-making
- Engineered and maintained RESTful APIs and backend applications, optimizing system architecture and functionality to support business operations
- Collaborated with cross-functional teams using agile methodologies, ensuring seamless integration of new features and continuous product improvements

SynsorMed – Data Analyst

Feb 2022 – Feb 2023

- Reengineered the returned merchandise workflow by restructuring verification checkpoints, improving tracking accuracy and minimizing equipment losses
- Built an automated notification dashboard to provide real-time compliance alerts to healthcare providers, enhancing patient engagement and adherence
- Optimized data transformation and reporting pipelines, reducing manual intervention while ensuring consistency and accuracy in weekly analytics
- Designed interactive visualizations for internal stakeholders and clients, facilitating data-driven decision-making and improving process transparency

HCL Technologies – Data Scientist Intern

Jan 2022 – May 2022

- Conducted an in-depth data analysis of Netflix's content catalog, identifying optimization strategies to increase platform engagement and subscription retention
- Leveraged Power BI and Alteryx to create data models and dashboards, providing stakeholders with clear insights for strategic planning
- Partnered with cross-functional teams to translate data findings into actionable business recommendations, strengthening decision-making processes

EDUCATION

Georgia State University, J. Mack Robinson College of Business

B.S. in Computer Information Systems: Cybersecurity, May 2022

Dean's List (Summer 2020 – Summer 2021) | Sorrells Family Scholarship Recipient

Certifications:

- AWS Solutions Architect
- Agile Project Management
- CSSE

CORE SKILLS

Technical Skills: Proficient in MS Office 365, JavaScript, Node.js, SQL (Oracle/Postgres), Jira, Tableau, Alteryx, Power BI, Pivot Tables

- Cloud Technologies (AWS) | UI/UX Design (Figma) | RESTful APIs & Automation

Business & Analytical Skills:

- Business Analytics
- Data Visualization
- Data Analytics
- Database Management
- Strategic Process Improvement
- Cross-functional Collaboration
- Relationship Management
- Accounting & Finance
- Spanish (Conversational)