

CAROLINA RIOS-TRUJILLO

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EDUCATION

The University of Texas at Austin

May 2026

Master of Science, Business Analytics

Relevant coursework: Advanced Machine Learning, Optimization, Unsupervised Learning

Pontificia Universidad Javeriana | Bogota, Colombia

Bachelor of Science, Economics | Honors: Second-Best Teaching Assistant

Relevant Coursework: Econometrics, Probability, Statistical Analysis, Microeconomics

TECHNICAL SKILLS

Programming Languages: R (Advanced) | Python (Intermediate) | SQL (Advanced) | PySpark (Advanced)

Software: BigQuery, Cloudera, Looker Studio, Dataiku, Microsoft Office Suite (Word, PowerPoint, and Excel)

PROFESSIONAL EXPERIENCE

Customer Analytics, Banco Davivienda - Bogota, Colombia

Senior Data Scientist

May 2024 - September 2024

- Developed gradient boosting model and data solutions resulting in a 10% increase in savings account balances
- Employed a predictive model using gradient boosting to reduce disengagement risk among corporate payroll agreements—companies processing employee payroll through the bank—cutting churn rate by 8%

Semi-Senior Data Scientist

November 2022 - May 2024

- Implemented decision tree and clustering models to elevate the client experience via NPS (Net Promoter Score), contributing to a one-point increase
- Collaborated on building a Feature Store —centralized repository for curated, reusable features— reducing model development time from four weeks to one and elevating data scientists' efficiency

Transactional Analytics, Banco Davivienda - Bogota, Colombia

Semi-Senior Data Scientist

January 2022 - November 2022

- Managed customer digitization strategies using ML models, boosting digital adoption by 2 percentage points

Data Scientist

October 2020 - January 2022

- Refined the customer digitization index (65% vs. previously overestimated 80%) and developed predictive models to redirect marketing efforts, increasing digitization by 1 percentage point

Junior Data Scientist

September 2019 - October 2020

- Processed data on 15M+ customers and built dashboards to support insights for analytics and marketing teams

COMMUNITY LEADERSHIP

Banco Davivienda - Integration Activities Coordinator, Bogota, Colombia

November 2020 - December 2023

- Coordinated year-end events for the Analytics Department, managing planning and logistics for 60+ team members and fostering team communication and collaboration

Fundacion Bolivar-Davivienda - Volunteer, Bogota, Colombia

February 2022 - November 2022

- Co-led financial education workshops to 10+ construction workers, improving financial literacy
- Facilitated conflict resolution activities for children aged 5 to 11 as part of a three-person team, encouraging non-violent communication and assertive problem-solving

ADDITIONAL INFORMATION

Languages: Spanish (Native), English (Proficient, TOEFL iBT 103), Portuguese (Basic)

Work Eligibility: Eligible to work in the U.S. due to S.T.E.M. certification; will require visa sponsorship for long-term employment