

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

September 2019

Bachelor of Science, Economics

TECHNICAL SKILLS

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

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

PROFESSIONAL EXPERIENCE

Banco Davivienda - Bogota, Colombia

Senior Data Scientist, Customer Analytics

May 2024 - September 2024

- Increased savings accounts balance by 10% across 10M+ clients by developing and deploying predictive modeling
- Achieved an 8% reduction in churn among corporate payroll agreements through a gradient boosting model that predicted disengagement risk and enabled targeted retention strategies

Mid-Level Data Scientist, Customer Analytics

November 2022 - May 2024

- Drove a 1-point increase in Net Promoter Score (from 7 to 8) by implementing decision trees and clustering models to enhance customer service strategies
- Reduced model development time by 75% by collaborating on the design and implementation of a centralized Feature Store for curated, reusable features

Mid-Level Data Scientist, Transactional Analytics

January 2022 - November 2022

- Boosted digital adoption by 2 percentage points (impacting 290,000+ clients) by leading ML model development and digitization strategies, combining hands-on modeling with strategic oversight

Data Scientist, Transactional Analytics

October 2020 - January 2022

- Improved the accuracy of the online banking index by nearly 20% (correcting a previous overestimation of 80% to 65%), enabling targeted marketing strategies that drove digital adoption by 30,000+ customers

Junior Data Scientist, Transactional Analytics

September 2019 - October 2020

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

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

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