Christopher Cruzcosa

San Diego, CA

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Experience

San Diego Workforce Partnership – Data Analyst   *San Diego, CA*   Jan 2021 – Present

Data analyst in charge of developing and maintaining the central BI warehouse tool, company KPI dashboards, and data pool(s)

- Created and maintained a data pipeline processing millions of rows of transactions using Pentaho, Python, and mySQL databases to generate a data lake that feeds into a Domo instance, the main data warehouse for all KPI analysis
- Developed main KPI dashboards for both the overall organization and individual departments in Domo, consulting directly with C-Suite executives to customize as needed
- Created pipeline automation involving spatial join analysis using .FML layer(s) against addresses, using ArcGIS and QGIS tools, with the data used to develop GIS insights and client demographic statistics
- Developed the next-gen data pool in MS Azure, using the built-in Blob Storage, Databricks, and Data Factory features

Freelance – IT Consultant   *San Diego, CA*   Feb 2020 – Dec 2020

Freelance IT consultant delivering on: Data Analysis, Industry Research, Report Generation, and Grant Application

- Consulted on grant projects which awarded millions in funding to non-profit organizations
- Developed population-focused research paper on older Americans and technology

NYC Dept of IT and Telecommunications – CX Process and Analysis Manager   *New York, NY*   June 2019 – Feb 2020

Process manager for the Customer Experience Management (CxM) division; the role's main areas of responsibility are customer data management, CX process design/implementation, and divisional KPI development

- Acted as lead Data Wrangler for customer data collected by CxM units and consolidated using ETL best practices
- Developed and administered project tracking dashboards, reports, and visualizations in MS PowerBI

NYC Dept of IT and Telecommunications - Agency Relations Manager   *New York, NY*   Jul 2016 – Jun 2019

Single point of contact for a portfolio of client CIOs in the NYC government space; also, acted as unit lead for metrics, data analytics, and CRM development

- Maintained a high-profile client portfolio including NYC Office of the Mayor, NYPD, FDNY, and 15+ others
- Acted as the unit lead for all upgrades and enhancements of the unit's instance of MS Dynamics CRM
- Managed the testing, verification, and validation efforts for all enhancements in the unit's MS Dynamics instance
- Designed the data model used to continuously assess caseload size and capacity for all Agency Relations agents

NYC Campaign Finance Board - Quality Assurance Specialist   *New York, NY*   May 2016 – Jul 2016

Lead developer and staff trainer on all data analysis programs for the Auditing and Accounting Unit

NYC Campaign Finance Board - Auditor Specialist, Data Analytics   *New York, NY*   Apr 2013 – Apr 2016

Government auditor for NYC political campaigns, in accordance with GAO Yellow Book auditing standards

U.S. Army (Active Duty) - Battalion Logistics Manager   *Fort Hood, TX; Diwaniya, Iraq*   Sept 2011 – Dec 2012

Managed supply, transportation, logistics and budget issues within an Army battalion

U.S. Army (Active Duty) - Tank Platoon Leader   *Fort Hood, TX; Diwaniya, Iraq*   Nov 2008 – Aug 2011

Managed the training, combat operations, and personal development for a 16-soldier unit

Education

New York University (NYU) – Bachelor of Arts   Sept 2004 – May 2008

Dual Major: Politics; Economics   *New York, NY*

Full Stack Web Development Bootcamp, UC San Diego   Aug 2020 – Nov 2020

Certificate, *San Diego, CA*

Certifications

ITIL (2011), Foundations, AXELOS, # GR750425344CC   Jun 2018 – Present

Programming Languages / Technical Skills

HTML 5	Express.js	MS Dynamics CRM	MS Azure	Ajax
CSS	Node.js	MS Power BI	Javascript	mySQL