

Cindy Herrera

Manager of Business Intelligence

Professional data analytics manager, over 15 years of experience in business development and improvement. Involved in product testing, management & development of new analytics modeling. Achievements include creating data models' techniques to test products and predict outcomes with 25% more accuracy than historical average. Achieved 20% improvement in AHT, SLA & staffing enterprise-wide. Skilled in machine learning, visualization, creative thinking & identify ethical considerations in datasets.

✉ crash0data@icloud.com

📍 Gilbert, United States

🌐 github.com/crash0data/Data-Science-Portfolio

📞 6029993062

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WORK EXPERIENCE

Manager of Business Intelligence Verizon

05/2017 - 12/2018

Chandler, AZ

Achievements/Tasks

- Decreased transfer rate 2% and handle time (AHT) by 10 seconds, improved call and IVR routing efficiency with ROI savings of \$2M a year
- Collaborate with learning & development organization, developed analysis on training for monetize (ROI) to them
- Founded Data Analytics Mentorship program in the company
- Provide R&D analytics for new technology products
- Estimated costs, schedules and other elements associated with call routing, staffing, and new products
- Converted data into actionable insights with predictive analysis which increased the service level performance by 10% last year

Contact: Jackie Carley - 602-478-1068

Consultant - Operations Technical PMO & Analytics Verizon

05/2014 - 05/2017

Chandler, AZ

Achievements/Tasks

- Provide operational analysis to director & senior leadership
- Mentor employees on operation process, analysis and communication skills
- Lead projects to ensure deliverables are met within schedule, budget and quality goals
- Analyzed staff-to-call center occupancy for overhead cost savings
- Decreased technical support handle time (AHT) by 15 seconds by implementing call routing changes
- Improved NPS score by 5 points & implemented a new training program for leadership to improve knowledge & acumen

Contact: Jackie Carley - 602-478-1068

SKILLS

Teamwork

Research & Strategy

Employee Performance Management

Alteryx

WFM

Cognos

RStudio

Python

SQL

Tableau

IEX

IVR's

Leadership

Data Integrity

Data Governance

Verint

Scheduling Analysis

Call Monitoring analysis

Cisco

EDUCATION

MS of Data Science Bellevue University

03/2017 - Present

Omaha, NE

Courses

- Introduction to Python and R, statistics for data science
- Data mining
- Data Exploration & Analysis
- Predictive Analytics
- Data Presentation & Visualization
- Applied Data Science

Western International University Bachelor of Science in Informatics

05/2011 - 08/2015

Phoenix, AZ

Courses

- Mobile Application Development & Analysis
- Advanced HTML & XML Programming
- JAVA & Advanced JAVA Programming
- Enterprise Service Oriented Architecture
- Evaluation, Selection and Implementation of Application Software
- Quality Assurance and Configuration Management
- Database Management
- IT Security and Information Assurance