

## Technical Skills

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- SQL
- Tableau
- Python (Panda, Numpy Matplotlib, Seaborn, Scikit-learn)
- Statistics

## Projects

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### DISCOVERY PATTERNS ON GEOLOGICAL DATA WITH HIGH HETEROGENEITY – Monterrey, NL December 2020

- Analyzed and cleaned over 1200536 rows to identify columns with 60 % of missing values; achieved a 42 % reduction in the total of columns with missing data helped with **Python**.
- Visualized 2 types of correlations to measure the association between variables
- Applied Grid search for determine features importance
- Applied 2 supervised algorithms to predict a categorical variable response, with an accuracy greater than 90 %

### CUSTOMER CHARACTERIZATION ANALYSIS BASED ON ONLINE ORDERS – Personal Project – October 2023 Freelance

- Loaded and cleaned all data from orders customers identifying missing and duplicate values with **Python**
- In total, more than 487,000 rows were processed
- Customer online purchasing behavior was characterized, with bananas being the best-selling product with 14.6 %

### CUSTOMER INTERNET PLANS ANALYSIS – Personal Project – Monterrey, NL November 2023 Freelance

- Fixed inconsistent data types with **Python** on data with 500 rows
- Detected inconsistencies related in some rows that impact the company's income.
- Were applied 2 hypothesis testing to discover the best fee between the plans

## Professional Experience

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### BILINGUAL CUSTOMER SERVICE AGENT January 2021 - October 2021 Teleperformance - Monterrey, N.L., México

- Provided technical support and solutions to customer with a satisfaction rate of 65 %

### HEALTHCARE SYSTEM – Hospital “Freyre de Andrade” – Havana, Cuba March 2012 - August 2018 Position Network Administrator

- Responsible for installing, monitoring, troubleshooting, and upgrading network infrastructure, including hardware and software components, monitoring the current status of equipment across a network of 55 computers and 4 servers.

## Education

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### M.SC. IN SYSTEMS ENGINEERING – Autonomous University of Nuevo León, UANL – Monterrey, N.L., México June 2020

### B.SC. OF COMPUTER ENGINEERING – Technological University of Havana José Antonio Echeverría – Havana, Cuba June 2016

## Languages

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- Spanish: Native, English: Fluent, French: Basic

## Soft skills

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- Communication, Adaptability, Teamwork, High level of commitment