Data Analyst

DANIEL CHONG SÁNCHEZ

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Technical Skills

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

Projects

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

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

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

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

Soft skills

- Communication, Adaptability, Teamwork, High level of commitment