

MARTIN NUNEZ

DATA ANALYTICS • POWER BI EXPERT • BUSINESS ANALYST • BUSINESS DATA ANALYST • PROJECT MANAGER

MBA - Master's in business administration • BS - Bachelor in Business Administration

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EXECUTIVE SUMMARY

Operations and services leader with 10+ years of IT enterprise solutions delivery, consulting and management experience. IT leading cross-functional coordination across BI, products, services, and sales. Microsoft and SAAS Consulting Services partner experience driving customer focused technical innovation. Awarded multiple times for strong implementation of digital transformation solutions driving high performance teams, seamless customer experiences (CX), and operational excellence. Bilingual in Spanish with extensive global delivery experience.

Cross-Org Planning and Execution • Business Process Improvement • Sales and Services Leadership
B2B / Cloud / Enterprise • Customer Experience and Success • Multi-Country Inclusivity • Budget and P&L Management

CAREER HIGHLIGHTS

Led matrixed teams from IT integration and partners to implement digital transformation program and self-service solutions at Cencosud (\$674B in assets, 50M clients). Oversaw executive reviews across agenda, messaging, innovation, P&L analysis and relationship strategies.

EXPERIENCE

Prosphere (DOT – Department of Transportation)

(Feb. 2022 – Present)

IT Business Analyst

Washington DC, Remote

- Power BI, SharePoint, Jira, MS Planner, MS Project, MS Visio, MS Teams and Oracle DB usage on daily bases.
- IT project support and dashboard creation on Power Bi.
- Data modeling, analytics and mining complex multiple variable analysis ensuring data accuracy.
- Own the design, compile and manage data and information from various sources; ETL and find data issues proactively through analysis and manipulation. SQL understanding for queries.
- Communicate with cross functional teams and translate BI results to different levels of management and direction.
- Acts as a liaison between business systems users and IT software application development group for the development and implementation of new systems and enhancement of existing systems.
- Unit Testing on ServiceNow implementation. Agile methodology.
- Work with subject matter experts (SMEs) to formulate and define systems scope.
- Analyze business and user needs, document requirements, and revise existing system logic difficulties as necessary.
- Execute requirements reviews with stakeholders and the Complete a Requirements Package that includes all Epics, stakeholder needs, visualizations, stories, and other sources of requirement's information for functional and non-functional requirements.
- Identify risks in systems and work with technical experts and stakeholders to mitigate risks and resolve issues

Sprint/T-Mobile

(Aug. 2018 – Jan 2022)

IT Business Data Analyst Lead

Virginia, Remote

- Salesforce CRM, Power Apps, SharePoint, Jira, MS Planner, MS Project, MS Visio, MS Teams and Power BI daily usage.
- Managed various sources of information to ETL customer, products, and finance data to track and manage the financial performance providing dashboards and reports to stakeholders.
- Gathering of information for new initiatives in Agile environments.
- 3 BA lead and several accolades year after year, before and after the merger between Sprint and T-Mobile. 2018 and 2019 Sprint Award and Recognition Winner. 3-Quarter "Winner Circle" Winner in 2021 and 2022. Considered on the top 2% of the company in country.

Sonda

(Feb. 2017– Jul. 2018)

Technical Account Manager

- SharePoint, MS Project, MS Dynamics CRM and MS Excel daily usage.
- Planned and scheduled project roadmap and milestones deliveries.
- Sought and tracked business opportunities with Cisco, Fortinet, Lenovo, Dell, HP, End User Support (levels 1, 2 and 3) and Software Factory

- Conducting product owners, stakeholders and end users' sessions gathering functional and non-functional update, info and feedback. Built and managed product backlog approach with stakeholders. Managed feedback and new End User requirements and UI mockups.
- Prepared and negotiated proposals. Data Base Analysis with MS SQL, Excel and MS Dynamics CRM for each lead, opportunity and sales cycle (Promote its usage, training and data governance)
- Achieved 107% of sales quota on 2017 target.

I-SEC

(Jul. 2014 – Jan. 2017)

Project Manager – Business Analyst

- SharePoint, MS Project, MS Dynamics CRM and MS Excel daily usage.
- Managed IT projects of complex consultative services and cybersecurity in Medium/Large Businesses and banking while maintaining a monthly pipeline and an annual quota. Built and managed product backlog approach with stakeholders.
- Assured the quantity of technical resources, deliverables and milestones on the scheduled dates with the client, documentation of each of the weekly and monthly meetings with the control point on behalf of the client as well as the kickoff of each project. Ensured the involvement of vendors, brands, the technical area, operations and sales in meetings and projects.
- Ensured the P&L of each project and the analysis of times with MS Excel, MS Project/Gantt chart analysis. Managed feedback and new End User requirements and UI mockups.
- Management of the CRM strategy in Salesforce CRM (Promote its usage, training, support update initiatives of new dashboards and data governance) and gathering of information for new initiatives in Agile and waterfall environments.
- 2014 and 2015 Recognition and awards obtained for the achievement of 100% of objectives and implementation of projects and services. Management of successful projects on time with the necessary resources.

Belltech

(Feb. 2013 – Jun. 2014)

IT Sales and Project Manager – Customer Success Manager

- SharePoint, MS Project, MS Dynamics CRM and MS Excel daily usage.
- Account Management and project coordination in the Falabella Bank, Cencosud Bank with the finance area and the IT stakeholders.
- Development of specialized Business Opportunities in banking and retail. (Self-service terminals, ATMs and service specialized support and maintenance).
- Accomplished of all the consultative selling cycle, preparation of technical/financial proposals with P&L analysis and Data Base Analysis on MS Dynamics CRM.
- Developed partnership with brands, integrators and delivery areas. Sought and tracked new business opportunities with KAL (world-class baking/retail solution).
- Achieved 134% of sales quota on 2013 target.

Logica (Wells Fargo)

(Oct. 2010 – Jan. 2013)

IT Business Analyst, Microsoft Solutions

- SharePoint, MS Project, MS Dynamics CRM, MS Dynamics GP and MS Excel daily usage.
- Ensured the involvement of Microsoft, the technical area and Operations. Ensured the P&L of each project and the analysis of resources hours with MS Project/Gantt chart analysis and MS Dynamics CRM.
- Sought and tracked manpower and software factory (3-50 people) with monthly and yearly SLAs.
- Performed structured analysis and design methodologies for the translation of systems requirements from business needs to technical areas. Gathering of information for new initiatives in Agile environments.
- Achieved 100%+ 2011 and 2012 KPI targets.

Telefonica

(Nov. 2007 - Oct. 2010)

Post Sales Supervisor – Retention Representative

- Achieved 120%+ of quota on 2008 and 2009 target.

Interbank

(Feb. 2003 - Oct. 2007)

Business Product Advisor – Personal Banker – Customer Service Representative

- Achieved 110%+ of quota on 2004, 2005 and 2006 target.

EDUCATION

Microsoft Certified: Data Analyst Associate with Power BI - PL300

Microsoft - Present

SQL BootCamp

Udemy - 2021

MBA: Master of Business Administration

University of Maryland – 2018-2020

Design Thinking for Innovation Diploma

Darden School of Business UVA – 2017

IBM Certified Sales Specialist – Cert.

Power Systems with POWER7 and AIX & Linux – 2014

IBM Certified Sales Specialist – Cert.

Power Systems with POWER7 Common Sales Skills – 2014

IT CSM Immersion and Training – 2012

Tecnocom - Spain (Madrid) – 2012

BS - Bachelor of Business Administration

RPU – Economics Science Faculty – 2006-2012

Solution Selling Diploma

Microsoft - 2010

HTML: Basic, Intermediate and Advance – Cert.

New Horizons Computer Learning Centre