



# ENDER DÁVILA

<https://www.linkedin.com/in/ender-davila-joa>

## ABOUT ME

I'm a proactive person, organized and responsible, who can relate very well with others. I always pour my best energy into my work. I'm looking for a challenging job position, since my interest in BI as a data analyst, has become a passionate career where I'm always looking to expand my knowledge applying the tools and platforms that are most used in the industry nowadays. I'm excited to reach a more complete Data Science understanding through courses I will be taking in my near future.

## CONTACT

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## LANGUAGES

Spanish: native

English: bilingual proficiency

French: begginer

## SKILLS

- Tableau
- Microsoft Power BI
- MySQL
- Data analisys

## WORK EXPERIENCES

### Data Analyst

**OneClick Store (Nov 2020 - Currently):** PyME company, relatively new Apple Authorized Service Provider.

Main functions:

- Generate sales reports to track revenue and identify trends in product and service demand.
- Generate service repair reports to track the number and type of repairs performed, as well as any recurring issues that may need to be addressed.
- Generate customer support reports to track customer satisfaction and identify areas for improvement.
- Utilize the reports to make data-driven decisions to improve business operations and customer experience.

### Technician

**OneClick Store (Jan 2020 - Nov 2020):** PyME company, relatively new Apple Authorized Service Provider.

Main functions:

- Provide customer service by responding to inquiries and resolving issues with their devices.
- Troubleshoot Apple devices and repair according to service guides and protocols.
- Maintain accurate documentation of customer interactions and reported issues.
- Generate operational reports

## ACADEMIC BACKGROUND

### Python Course

*CODERHOUSE (2023 - Currently coursing)*

### Data Analytics Course

*Digital House (2022)*

### Apple Technician Certificate

*Apple tech (2020)*

### Bachelor's Degree in Civil Engineering

*Univesidad de los Andes (2008)*