

# FAYDER ARROYO

POSTGRADUATE SPECIALIZATION  
DATA ANALYTICS AND INFORMATION

INDUSTRIAL ENGINEER



Industrial Engineer with experience in data analysis, strategic planning, and administrative management. Specialized in integrating data visualization tools for financial process analysis, developing managerial reports and dashboards that generate value and facilitate decision-making. Advanced proficiency in Microsoft Excel, Power BI, Google Data Studio, R Studio, and Python.



## ACADEMIC BACKGROUND

### PROFESSIONAL EDUCATION

- ✓ **Postgraduate Specialization in Data Analytics and Information**  
Fundación Universitaria Tecnológico Comfenalco  
Year- 2025 (In progress)

- ✓ **Industrial engineer**  
Fundación Universitaria Tecnológico Comfenalco  
Year- 2020

### TECHNICAL EDUCATION

- ✓ **Technologist in Quality Control**  
Fundación Universitaria Tecnológico Comfenalco  
Year- 2018

- ✓ **Technologist in Analysis and Development of Information Systems**  
Servicio Nacional de Aprendizaje - SENA  
Year- 2012

## CONTACT INFORMATION

-  Cel. 3043826145 - 3007804196  
 fayderarroyo@gmail.com  
 Los Alpes trv. 71 a 31 h 25  
 Fayder Arroyo Herazo  
 Driver's License A2- B1  
 Language Skills
  - Spanish: Native
  - English: Intermediate

## SKILLS

### Business Intelligence Tools Proficiency

- Python
- R Studio
- Oracle Discoverer Relase 3.1
- Oracle Netsuit
- Microsoft Power BI
- Looker Studio
- Microsoft Excel



## WORK EXPERIENCE



### Advisor in Technological Innovation and Infrastructure

#### Management

**IPS SYSO EMPRESARIAL S.A.S.**

September 15, 2025 – Present

#### Key Responsibilities

- Planning and supervision of preventive and corrective maintenance for technological infrastructure.
- Design and implementation of dashboards and automated reports using Power BI and Looker Studio.
- Integration and analysis of data from maintenance, systems, and infrastructure sources.
- Leadership of technological innovation and digital transformation projects focused on operational efficiency.
- Ensuring the company's technical and technological availability.
- Coordination of suppliers and support in the technical budget control of the department.



### Financial Data Planning Analyst

**3 Castillos & Cia**

April 25, 2024 - September 2, 2025

#### Key Responsibilities

- Perform detailed financial data analysis using advanced statistical techniques.
- Assist in the preparation of budgets and forecasts by utilizing historical and current data to project future performance, applying statistical methods to improve projection accuracy.
- Prepare regular financial reports and create and maintain interactive financial dashboards in Power BI, including statistical analysis visualizations to identify trends and patterns.
- Implement and improve processes for data collection, analysis, and reporting, utilizing statistical tools in Excel Power Query to clean, transform, and automate data, ensuring consistency and accuracy.



## WORK EXPERIENCE



### Operations Supervisor

**CREDI JAMAR S.A**

January 2, 2015 - January 5, 2024

#### Key Responsibilities

- Ensure and monitor the execution of the Monthly Collection Strategic Plan (PEC).
- Ensure compliance with individual and team productivity goals.
- Utilize all tools and reports for monitoring the execution process.
- Ensure availability of necessary work tools for the team.
- Develop action plans to address deviations in productivity and effectiveness indicators.
- Daily assignment of credit services with optimal routes.

#### Achievements:

- Implemented improvements to the debt collection offer management process, reducing complaints about unapplied offers.
- Designed and implemented an internal control dashboard for portfolio operations using Microsoft Power BI, Data Studio Google workspace, and Microsoft Excel.
- Developed and executed a procedure to generate accounts to be collected based on the Monthly Collection Strategic Plan (PEC) in 5 cities, prioritizing according to variables such as total balance, overdue balance, neighborhood, risk level, and occupancy. This resulted in a significant reduction of the process time from 3-4 hours to 25 minutes.



### Portfolio Analysis

**CREDI JAMAR S.A**

March 15, 2013 - December 31, 2014

#### Responsibilities

- Follow up on complaints regarding unapplied consignments.
- Ensure timely review, follow-up, and closure of PQRs (Petitions, Complaints, and Claims).
- Adhere to the processes, procedures, and policies established by the company, focused on efficiently delivering customer service.
- Authorize and calculate discounts for active and pre-legal portfolio.



## DIPLOMAS

### ✓ Data Analyst

Universidad Tecnologica de Bolivar (MINTIC)  
12-week program, In-person modality - Year 2024 (Ongoing)

### ✓ Professional Development Program in Power BI

Universidad de Cataluña  
Study Intensity: 12 week, Virtual Mode - Year 2021

### ✓ Project Management Professional Development Program

Fundación Universitaria Tecnológico Comfenalco  
Study Intensity: 120 hours, In Cartagena de Indias - May 2021.



## WORKSHOPS AND COURSES

- ✓ Course: APPLIED STATISTICS TO BUSINESS PROCESSES University of Catalonia - 40-hour intensive course Location: Cartagena de Indias D.T and C Completion Date: June 30, 2021
- ✓ Course: MANAGEMENT TOOLS - Pontifical Javeriana University Duration: 32 hours Location: Bogota D.C. Completion Date: December 2020



### COURSE RUTA DATA ENGINEER - PLATZI

- Work Environment for Data Science with Jupyter Notebooks and Anaconda Course, Platzi, with a total duration of 18 hours of theory and practice, October 8, 2022.
- Python Course: Comprehensions, Functions, and Error Handling, Platzi, with a total duration of 32 hours of theory and practice, January 19, 2023.
- Course: FUNDAMENTALS OF SOFTWARE ENGINEERING Platform: Platzi Duration: 16 hours of theory and practice Completion Date: September 21, 2022
- Course: FUNDAMENTALS OF MATHEMATICS Platform: Platzi Duration: 13 hours of theory and practice Completion Date: September 18, 2022
- Course: BUSINESS ANALYSIS FOR DATA SCIENCE Platform: Platzi Duration: 10 hours of theory and practice Completion Date: September 14, 2022
- Course: DATA SCIENCE AND ARTIFICIAL INTELLIGENCE Platform: Platzi Duration: 14 hours of theory and practice Completion Date: September 13, 2022



## PERSONAL REFERENCES

**JORGE SALCEDO GUARDO**  
**Electrical Engineer and Electronic Engineer**  
Cel. 3145389364  
Cartagena, Colombia.

**SHIRLY MADIEDO**  
Certified Public Accountant  
**Cel. 3015369869**  
Cartagena de Indias, Colombia.

**RINA MAMOLEJO GARCIA**  
Industrial engineer  
Cel. 3007804196  
Cartagena de Indias, Colombia.

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**FAYDER ERIQUE ARROYO HERAZO**  
C.C 1.047.372.017 CARTAGENA D.T Y C.

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