



# FRANCISCO TOLOSA

**Bachelor of Business // Data Analytics**

**Currently studying Management and Leadership - SAIT**

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## PROFESSIONAL SUMMARY

Highly motivated professional with 7 years of experience in the natural gas industry, offering a strong foundation of transferable skills in data analysis, statistical modeling, and data visualization. Proven ability to lead teams of up to 35 members, fostering clear communication, effective collaboration, and a strong spirit of teamwork to achieve organizational goals. A strategic and adaptable problem-solver who thrives under pressure, consistently maintaining focus on objectives while driving innovation and attention to detail. Experienced in project management, data integrity, performance metrics, and software development, with a commitment to aligning work with the company's vision, mission, and objectives. Recognized for resilience, adaptability, and the ability to quickly grasp new concepts, bringing a proactive, self-driven approach to every challenge..

## AREAS OF EXPERTISE

### Technical Skills:

- Programming with Python | Programming with R | Data Analytics using Python | Data Analytics using Excel | Data Analytics using R | Machine Learning using Python | Machine Learning using R | Neural Networks and Deep Learning using Python | Neural networks and Deep Learning using R | Natural Language Processing using Python | Expert Systems using Python | Database Design and Development using MySQL | Business intelligence and Reporting using Excel, Power BI and Tableau | Design using Canva
- **Software:** Python, R, Excel, Tableau, Power BI, Visual Studio Code, Canva

## PROFESSIONAL EXPERIENCE

### Data Analyst, City of Wetaskiwin (Contract), Calgary, Alberta

Sept 2024– to date

- Designed administrative procedures for data management at Peace Hills Utilities Inc.
- Managed data to improve decision-making processes.
- Optimized processes to enhance efficiency in water resource management.
- Designed a comprehensive handbook outlining the company's history, board composition, financial results, policies, and bylaws, serving as a key resource for both internal and external stakeholders.

### Operation Manager, Metrogas - Naturgy/ Chile

May 2017- Oct 2023

- Planned and executed complex natural gas pipeline projects, including the annual construction and installation of 50 km pipelines for 300 customers, ensuring on-time delivery, high-quality work, and adherence to sustainability standards.
- Coordinated the planning and operation of network installations, conversions for businesses and homes, increasing efficiency across conversion, marketing, construction, technical service, and emergency response departments.
- Contributed to the development and execution of a successful business plan, achieving a 95% completion rate of planned objectives.

- Managed and resolved customer requests and complaints within established timeframes, maintaining high service quality.
- Ensured successful execution of contracts with partnership companies, including project assignments and timely payment processing.
- Contributed to the preparation of annual budgets, variance monitoring and management reports, investment proposals, quarterly forecasts, and consumption analyses for private and commercial markets.

**Chief Operating Officer, Workers' Health Hospital (ACHS)/ Chile**

Apr 2016 – Jan 2017

- Ensured efficient patient care: Streamlined processes from admission to discharge, improving patient experience and service quality.
- Maximized patient outcomes: Determined productive capacity and implemented strategies to enhance patient recovery and return to work.
- I motivated and led high-performance teams of up to 35 people, creating a positive and productive work environment that resulted in the achievement of key performance indicators (KPIs) and organizational goals.

**Project Manager, Chilean Association of Security (ACHS)/ Chile**

Jun 2014 – Agus 2015

- I streamlined internal processes and developed valuable tools to enhance preventive care services for the organization's collaborators, including the control board for compliance with objectives and productivity by department.
- Implemented SAP front office, promoting user adoption through training initiatives.

### **RECOGNITIONS AND AWARDS**

- **Recognition of "Chief performance"**, METROGAS / 2020 and 2021
- **Recognition of "Urgency sense"**, ACHS / 2016
- **Recognition of Excellence**, Compensation Fund "Los Andes" / 2013

### **VOLUNTARING**

**Calgary Food Bank:** I currently volunteer at the Food Bank, specifically in the distribution area. My role involves sorting and packaging food for delivery to families in need. I appreciate the opportunity to contribute to the community and continue learning while supporting this important cause.

**Volunteer, Calgary Folk Fest 2024:** Worked behind the scenes assisting in the coordination and safeguarding of musical instruments. Ensured smooth operations and contributed to the overall success of the event.

### **EDUCATION**

**Data analytics and Management and Leadership, SAIT Calgary – Canada, 2024**

**Diploma in Organizational Leadership Skills, Pontifical Catholic University of Chile** Santiago – Chile, 2022

**Select English Advanced, St. Andrew College** Cambridge - England, Aug 2015 - Feb 2016

**Bachelor of Business Administration, University of Talca.** Chile, 2005 - 2010