FRANCISCO HAIDBAUER

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PROFESSIONAL PROFILE

Data analyst committed to become a proficient data scientist. Strong technical background and hands-on experience in data visualization, transformation and analysis to generate actionable insights. Passionate about solving complex challenges. Known for excellent communication skills and customer-centric mindset, developed through years of customer service experience.

PROFESSIONAL EXPERIENCE

IQVIA SOLUTIONS ARGENTINA S.A.
Data analyst | Jan 2024 – Present

- Maintenance and quality assurance of syndicated databases, ensuring data accuracy, consistency, and timely updates.
- Daily support to clients, ensuring efficient problem solution.
- Developed comprehensive reports, designed and implemented interactive dashboards in Power BI to consolidate and visualize data from multiple sources.
- Managed and monitored Salesforce case tickets, ensuring compliance with established SLA response times, and maintaining accurate case traceability.
- Collaborated closely with clients to design customized data solutions aligned with their specific needs.

MATEC MEDICIÓN SRL
Administrative assistant | Jan 2019 – Dec 2023

- Customer service and direct client support through both in person and digital channels, addressing inquiries and ensuring a positive and efficient customer experience.
- Managed budget related tasks, including product entry, order processing, and follow-up using Tactica and Mercado Libre platforms.
- Oversaw inventory management by supervising product stock levels and maintaining accurate records of goods received and dispatched.

NUTSA SRL
Administrative assistant | Mar 2018 – Jan 2019

- Provided proactive and solution-oriented customer service, delivering effective support to clients, and ensuring a high standard of satisfaction.
- Contributed to the overall sales management process by actively participating in the sales cycle (from identifying client needs to supporting the closing of operations).

EDUCATION

- **Associate Degree in Data Science and Artificial Intelligence** (ISTEA | 2024 – Present)
- **SQL Language Course** (Coderhouse | 2024)
- **Bachelor's degree in data science** (Universidad Nacional de San Martín (UNSAM) | 2023, Incomplete)
- **Data Science and Artificial Intelligence with Python Diploma** (UNSAM – Argentina Programa 4.0 | 2023)
- **Data Analysis with Python Course** (EducaciónIT | 2023)
- **Bachelor's degree in biomedical engineering** (UNSAM | 2017 – 2023, Incomplete)
- **Bilingual High School Diploma in Communication** (Instituto Juan Santos Gaynor | 2012 – 2016)

SKILLS AND TECHNOLOGY

- **Data Analysis & Visualization:** Excel (Intermediate), Power BI (Intermediate), PowerPoint (Intermediate)
- **Programming:** Python (Intermediate), SQL (Intermediate), R (Basic), C (Basic), MongoDB (basic).
- **Languages:** Spanish (native), English (C2/Advanced), French (basic).