

Jorge Flores-Urbe

Philosophy and Social Sciences • Data Analyst • flurjor@gmail.com • (312) 520 0833

Skills

Programming languages: Python, R, SQL

Software: Grafana, Google Looker Studio, QGIS, Tableau, Google Workspace, Google Appsheet, Ms Office

Soft Skills: Critical thinking, team coordination, communication, creative thinking, and problem-solving

Languages: Native Spanish; Fluent English.

Certificates: Google Data Analytics Certificate; IBM Data Analysis with Python

Education

Instituto Tecnológico y de Estudios Superiores de Occidente (ITESO)

BA Philosophy and Social Sciences

Guadalajara, Mexico

Ago 2015 - May 2019

Universidad Nacional Autónoma de México (UNAM)

Diploma Theories of Argumentation.

Remote

Ago 2021 - Jan 2022

Experience

Dog Dog

Data Analyst

Remote job

Feb 2024 - Nov 2024

- Supervised the implementation of a new Customer Relationship Management (CRM) system, ensuring accurate data migration, and user onboarding with tailored training materials.
- Designed and implemented a new Point of Sale (POS) system, standardizing data entry processes and establishing a metrics system with a comprehensive balance dashboard on Looker Studio for real-time performance monitoring.

System for the Integral Development of the Family (Sistema DIF Guadalajara)

Supervisor

Guadalajara, Mexico

Feb 2023 - Nov 2023

- Prepared monthly compliance reports for government audits, ensuring data accuracy and readiness through meticulous database supervision, data analytics, and visualization, providing actionable insights for director's office.
- Development of a Comprehensive Service Dashboard Covering 100% of Users and Services: Designed and implemented a centralized dashboard for the agency, offering real-time visualization and a complete overview of services and Users.
- Conducted data acquisition and analysis of vulnerable populations within the municipality, comparing institutional services to evaluate the impact of social programs and support the design of new initiatives, ensuring strict adherence to data governance policies.
- Integration of Social Analysis with Geographic Information Systems (GIS): Utilized GIS technology to integrate multiple variables for evaluating the impact and enhancing social assistance programs.

Statistical and Geographic Information Institute of Jalisco (IEGJ)

Data Analyst

Guadalajara, Mexico

Oct 2022 – Jan 2023

- Developed and programmed an automated system to generate detailed reports evaluating the impact of public policies on violence in Jalisco state, streamlining data analysis.
- Participated in comprehensive assessments of outcomes, ensuring strict adherence to state-mandated standards and evaluating the effectiveness of national programs addressing violence prevention in Jalisco.

DogDog

Operative manager - Consultant

Guadalajara, Mexico

Mar 2020 – Nov 2022

- Reduced employee turnover by 80%: Implemented strategies resulting in a significant decrease in staff turnover, fostering a more stable and productive work environment.
- Streamlined training processes: Developed and implemented systematic training procedures, enhancing efficiency and ensuring consistent employee development across departments.
- Automated client and executive reporting: Spearheaded the automation of reporting mechanisms, delivering timely and accurate reports to clients and senior management, improving decision-making processes.
- Implemented an automated system for the systematic tracking and reporting of Key Performance Indicators (KPIs). This streamlined process ensures timely access to accurate data, enabling data-driven decision making and improved goal alignment across the organization.