

# FRANCISCO DEL CASTILLO

☎ (315) 575-5273 | ✉ [Fdelcast@syr.edu](mailto:Fdelcast@syr.edu) | [in Fsdelcast](https://www.linkedin.com/in/Fsdelcast)

## Professional Experience

<b>AI Developer Intern</b>	<b>MyMai</b>	USA	01/2025 – Current
<ul style="list-style-type: none"><li>Supported the end-to-end development of a <b>Generative AI-powered</b> web application using Azure containerization, regression testing for AI responses accuracy, and client-facing Proof-of-Concept pilots.</li><li>Designed Tableau dashboards and reporting tools for application monitoring, and data integration pipelines for legal datasets.</li></ul>			
<b>Operations Analyst</b>	<b>DELL Technologies</b>	Panamá	06/2022 – 08/2023
<ul style="list-style-type: none"><li>Led a LATAM transformation project spanning 12+ countries and 77 accounts, optimizing key workflows with VBA and project management practices, improving processing time by <b>95%+ and saving \$10K+ annually</b>.</li><li>Presented project outcomes to senior leadership, including a <b>director and 8+ managers</b>, effectively influencing decisions through clear, data-driven insights.</li><li>Developed custom <b>KPI analysis workflows and insights PowerBI dashboards</b> for US, Canada, and LATAM teams (17+ members), enhancing operational quality and efficiency.</li></ul>			
<b>Business Analyst</b>	<b>LG Electronics</b>	Panamá	03/2021 – 06/2022
<ul style="list-style-type: none"><li>Managed and analyzed <b>80%+ of critical business data</b> (sales strategy, goals, forecasts), delivering actionable insights on inventory, pricing, promotions, and market trends to drive data-informed sales strategies.</li><li>Co-launched the 1st “Brand Shop” in Latin America (1 of 3 admin position), <b>exceeding \$2M in first-year sales</b>, and automated 8+ operational reports using Python (Pandas, NumPy) and VBA, <b>saving \$10K+ annually</b> and <b>increasing efficiency by 70%</b>.</li><li>Optimized inventory for 230+ SKUs from 9+ global factories across 6+ countries, achieving <b>80% sellable coverage</b> through data-driven analysis of forecasts, costs, lead times, and container logistics.</li><li>Improved marketing team efficiency for 12+ designers across 10+ countries by creating a custom tracking <b>dashboard</b>, streamlining workload management and reducing execution and planning time.</li></ul>			
<b>Business Intelligence Jr. Analyst</b>	<b>LG Electronics</b>	Panamá	03/2020 – 03/2021
<ul style="list-style-type: none"><li>Increased P.S.I. analysis data coverage for clients by <b>50%</b> and reduced processing time by <b>80%</b> by automating workflows using Python (Pandas, NumPy) and VBA.</li><li>Led LATAM “Online Display Report Optimization Project” (8 countries, 16 clients), automating workflows with VBA to reduce processing time by <b>97%</b>, saving <b>\$7K+ annually</b>.</li><li>Presented in weekly S&amp;OP meetings with the CEO &amp; Central America leaders, explaining P.S.I. analysis for Mobile &amp; Consumer Electronics across 20+ countries and 50+ clients, driving sales forecast and inventory improvements.</li></ul>			
<b>Consultant</b>	<b>Ortosistemas Group</b>	Panamá	06/2019 – 12/2019
<ul style="list-style-type: none"><li>Achieved a <b>20%+ year-over-year (YOY)</b> sales growth by automating sales report analysis and extracting data-driven insights on clients and SKUs, which were presented in monthly shareholder meetings.</li></ul>			

## Projects & Leadership

<b>Sign Language to Speech Translator</b>	10/2024 – 12/2024
<ul style="list-style-type: none"><li>Developed a real-time gesture-to-speech translation software using a neural network with encoder-decoder architecture to classify ASL gestures from hand landmark coordinates, achieving a 98% F1 score.</li></ul>	
<b>Reduce Energy Grid Load</b>	10/2023 – 12/2023
<ul style="list-style-type: none"><li>Developed a Shiny app for visualizing demand forecasts using machine learning models (linear regression, KSVM, random forest) with 55% accuracy. Conducted EDA on time-series panel data to identify key consumption drivers and provided actionable insights to mitigate grid overload.</li></ul>	
<b>Inventory Management Database Solution</b>	10/2023 – 12/2023
<ul style="list-style-type: none"><li>Developed an inventory management solution in Azure Server and SQL Database to improve inventory shortages. Designed a user-friendly PowerApps interface for real-time inventory, location and order tracking, sales trend analysis and reorder alerts.</li></ul>	

## Skills & Certifications

**Programming:** Python | R | SQL | VBA

**Tools:** Tableau | PowerBI | AWS | Azure | Snowflake | LLM | GitHub | Excel

**Libraries:** TensorFlow | Scikit-Learn | Spark | OpenCV | Pandas | NumPy | Seaborn | Matplotlib | Tidyverse | Ggplot2

**Certifications:** AWS Certified Cloud Practitioner | Microsoft: Power BI Data Analyst Associate | Microsoft Office Specialist: Expert

**Languages:** Spanish (Native), English (Proficient)

## Education & Honors

<b>Syracuse University</b>   Syracuse, NY	05/2025
<ul style="list-style-type: none"><li><b>M.S. Applied Data Science</b>   Fulbright Scholar   GPA: 4.00 / 4.00</li></ul>	
<b>Technological University of Panamá</b>   Panamá	05/2021
<ul style="list-style-type: none"><li><b>B.S. Industrial Engineering</b>   Dean’s List (2018, 2019, 2020)   GPA: 3.85 / 4.00</li></ul>	