

## Jose Antonio Rodriguez

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<b>Objective</b>	Looking to continue my progress to becoming an expert in the field of data analytics by interpreting, analyzing data for stakeholders. To bring out outstanding problem-solving skills and be an asset to the team.
<b>Qualifications</b>	Demonstrate excellent communication skills. Work well in teams and independently. Computer skills DOS commands, Windows 7 and 10. Basic knowledge in Python and SQL. Knowledgeable in MS Word, Excel, PowerPoint, Tableau, and Jira. Data analysis. Creating Executive presentations. Web-Based reporting tools include Adobe Analytics and Google Analytics. Fluent in English and Spanish.
<b>Education</b>	
05/22- Present	University of North Texas – Denton, TX Major: <b>Advanced Data Analytics</b> Degree: <b>Master of Science in Advanced Data Analytics</b> Relevant Courses: Harvesting, Storing and Retrieving Data, Discovery and Learning with Big Data, Large Data Visualization, Applications and Deployment of Advanced Analytics
09/17-09/20	Southern New Hampshire University – Manchester, NH Major: <b>Data Analytics</b> Degree: <b>Bachelor of Science in Data Analytics</b> Relevant Courses: Applied Statistics (STEM), Role in Computer Science (Python), Intro to Data and Info Management, Foundation of Data Analytics, Introduction to SQL, Project Management in Information Technology – CompTIA uCertify course
03/10-06/12	LaGuardia Community College – Long Island City, NY Major: <b>Criminal Justice</b> Degree: <b>Associates in Applied Science</b> Relevant Courses: Criminology, Policing, Crime & Justice in Urban Society, Cultural Anthropology
<b>Experience</b>	
11/22 – Present	Altice USA – Long Island, NY/Work From Home <b>Sr Data Analyst</b> – Created ad hoc analysis and developed Tableau dashboards to visualize outbound retention data, providing insights into product and services performance. Conducted statistical data analysis to identify trends and patterns, contributing to strategic decision-making processes. Collaborated within a team to analyze and present key performance indicators (KPIs) for various projects and

initiatives. Utilized tools such as Tableau, MicroStrategy, Alteryx, SQL, and Python for data manipulation, analysis, and visualization. Presented findings and insights through well-structured reports and presentations using Microsoft PowerPoint and Excel. Python, Proficient in Google Cloud Platform (GCP), Jupyter Lab, Tableau, Alteryx, Alation, and other data management tools to gather and organize data efficiently.

02/22 – 11/22

Altice USA – Long Island, NY/Work From Home

**Data Analyst** – Web data analyst using Adobe Analytics and Google Analytics to retrieve metrics on customer behavior on residential, business customer web portals and business sales web portal for monthly reporting and adhoc requests. Evaluate data gathered and visualized using Excel. Monthly metrics are presented in PowerPoint to stakeholders. Other responsibilities include self-care customer portal functionality. Gathered requirements and identified key performance indicators by collaborating with stakeholders

07/20 – 1/22

Altice USA – Long Island, NY/Work From Home

**Business Analyst** – Web data analyst using Adobe Analytics and Google Analytics to retrieve metrics on customer behavior for monthly reporting and adhoc requests. Evaluate data gathered and visualized using Excel. Monthly metrics are presented in PowerPoint to stakeholders. Other responsibilities include self-care customer web portal functionality. Gathered requirements and identified key performance indicators by collaborating with stakeholders and IT. Requirements and user stories using JIRA software.

07/19 – 6/20

Altice USA – Long Island, NY

**Altice Mobile Specialist** – Escalate remedy and incident tickets that involve communication with mobile porting department, engineers (Mobile Technical Solutions), AMDOCS, BISC Voice Services, directors and managers. Handle corporate complaint escalation resolutions. Assist store representatives in all regions live through war room chat on customer related Altice Mobile issues. Related issues involve, mobile sign up through website (ECOM), activation, self-care portal customer login, payment, billing, changes and disconnect, service-related issues. Assist issues related to SIM card, voice calling, data, mobile voicemail and ports. Follow up with customers for information and resolutions.

12/11 – 6/19

Cablevision/Altice USA – Long Island, NY

**Technical Support Representative** – Receive inbound calls, online chat support, troubleshoot customer service issues and answer related questions involving internet and phone issues. Assist customers on phone in regaining service, use special tools to monitor service, set field service technician appointments, take

payments and answer billing questions. Provide excellent customer service and achieve monthly quota.