Javier Moraga

Senior Data Analyst | Data Engineer Santiago, Chile | +56 9 59021213
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Open to Relocation & Remote (Australia)

Professional Summary

Results-oriented Data Professional with over 10 years of experience across Telecommunications, Healthcare, and Aviation. I specialize in translating complex data into clear, actionable insights through well-designed data models, high-impact dashboards, and scalable cloud data solutions. Strong background in GCP, BigQuery, and SQL, with proven success modernizing legacy architectures (SAS to GCP migrations), automating ETL pipelines, and delivering clear analytical narratives that support revenue recovery and data-driven operational decisions.

Technical Skills

- Cloud & Data Engineering: Google Cloud Platform (GCP), BigQuery, Dataform, Airflow/Cloud Composer, CI/CD (Git, Bitbucket, Jenkins).
- Data Foundations: SQL (Advanced), Python (Pandas, Automation), PostgreSQL, Oracle, IBM Netezza, SAS.
- Analytics & BI: Power BI, Looker Studio, Tableau, Excel (Advanced).
- Enterprise & Delivery: Jira, Agile/Scrum, SSIS, SQL Server
- Languages: Spanish (Native), English (Professional Working Proficiency – B2).

Professional Experience

CLÍNICA ALEMANA | Santiago, Chile **Analytics Engineer** | May 2025 – Present
- Spearheaded the migration of legacy analytical processes from SAS to Google BigQuery, successfully modernizing the data architecture and reducing processing times.
- Orchestrated robust data ingestion pipelines from clinical platforms (REDCap), centralizing critical research variables for improved accessibility.
- Designed a new centralized architecture for medical templates, optimizing document traceability and historical tracking.
- Implemented automated validations for business rules within GCP, ensuring high data quality and integrity for medical records.

LATAM AIRLINES | Santiago, Chile **Data Engineer** | Nov 2023 – Apr 2025
- Engineered a high-performance data pipeline connecting Jira (PostgreSQL) to BigQuery via the Atlassian API. Key Achievement: Reduced data ingestion time by 97% (from 2 hours to 3 minutes), enabling near real-time reporting for IT Operations.
- Developed executive-level dashboards and analytical narratives in Looker Studio, enabling senior stakeholders to clearly understand operational bottlenecks and prioritize corrective actions.
- Optimised global device control processes by unifying diverse data sources through scheduled queries and deploying comprehensive dashboards in Looker Studio.
- Managed CI/CD deployments to the IT Datamart production environment using Git and Bitbucket, ensuring version control and stability.

A3D | Santiago, Chile **Data Analyst** | Jul 2023 – Oct 2023
- Created comprehensive documentation for enterprise data sources, including user manuals and access guides, significantly reducing information retrieval time for business users.

ENTEL | Santiago, Chile **Senior Collections Analyst** | Dec 2022 – Jun 2023
- Analysed a dataset of 5 million postpaid subscribers using SQL to identify payment patterns and billing cycles, directly optimizing collection strategies.
- Increased collection notification coverage from 60% to 99% by implementing data-driven segmentation strategies based on customer behaviour.
- Designed data visualizations that translated complex customer behavior and revenue risks into clear narratives for senior management, directly influencing retention and collections strategies.

WOM CHILE | Santiago, Chile **Senior Data Analyst / Specialist (Customer Engagement & Revenue Assurance)** | Jul 2018 – Sep 2022
- Led the migration initiative from legacy IBM Netezza to Google BigQuery, validating data integrity for a customer base of 7 million users.
- Designed and executed complex SQL queries (Scheduled Queries in GCP) to segment customers based on data traffic, geolocation, and churn risk, supporting targeted retention campaigns.
- Managed the annual churn budget, identifying deviations and proposing corrective actions to major shareholders via executive reports in English.
- Automated daily revenue assurance controls to detect fraud and "heavy users," mitigating financial losses through proactive network traffic analysis (Voice/Data/SMS).

CLARO CHILE S.A. | Santiago, Chile **Operations Control Engineer** | Oct 2015 – Jun 2018
- Designed and implemented KPIs to monitor revenue generation processes, automating controls using SQL Server and ETL (DTS) packages.
- Led platform migration initiatives, ensuring zero data loss during customer base transfers.

Education

Informatics Engineering | INACAP - Universidad Tecnológica de Chile | 2008 – 2013