

Jesus Roa

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PROFESSIONAL EXPERIENCE:

Cisco - Data Analyst (June 2020 - Present)

- Utilized Python (Selenium) & T-SQL to automate the Statement Of Work (SOW) creation process, ensuring quality in over \$5M of Vendor Spend
- Utilized stored procedures in Azure Data Studio (T-SQL) to generate metrics that track customer service agent performance and determine agent certifications, which were displayed in Tableau
- Assisted in developing user stories for upgrades of the Agent-Quality tool in Tableau
- Developed the Report Level Agreement (RLA) system as part of our Data Governance initiatives, which provides detailed PDFs to data-users across our organization and allows them to understand our data and create well-defined reports more easily, reducing inconsistencies
- Leveraged Smartsheet Automations to create a process for backlog management (updating stakeholders, requesting status updates, obtaining approvals, etc.)

Johnson & Johnson JOM – Pharmaceutical Distribution Analyst Intern (January 2019 – May 2020)

- Created a new process to upload drug-samples orders into the Warehouse Management System utilizing excel VBA, savings 400+ operator hours per year
- Designed a new costing model to make orders accurately reflect the business costs of clinical drug distribution, reducing a 2+ hour macro-based excel file to 10-minutes
- Used R (tidy verse, r shiny) and excel to set up new Key Performance Metrics (KPI's) dashboard and a visual picking analysis of the samples-drugs line
- Assisted in a 'diagnostics' of the Distribution Center to identify Cost Improvement Projects (CIP's) and developed Tactical Implementation Plans (TIPs) to kick-off the projects.

Barnes and Noble - Industrial Engineering Intern (Summer 2018)

- Worked with a team to implement a re-usable box program at the distribution center with an estimated annual savings of \$480,000 while also reducing negative effects on environment
- Designed a new process for mixed receiving of books with an estimated ROI of 3 months and an annual savings of \$70,000
- Used Python (Pandas) and MS Access to determine the cost of relaying out warehouse space to improve store receiving sortation.
- Used excel VBA and formulas to automate a report, reducing reporting time to 5 minutes.

Wagner Carbide Machine Shop – Process Engineering Intern (15 months)

- Used Lean and 5S principles to continuously improve the machine shop space
- Used excel to automate invoices/forms and Quality Control tools

SKILLS & CERTIFICATIONS:

- Data Analysis with Python and T-SQL in SSMS, Azure Data Studio, and Snowflake
- Data Visualization skills in Tableau, PowerBI, and R (Tidyverse/RShiny),
- Yellow Belt in Lean through J&J and Green Belt in Six Sigma through IISE
- Advanced VBA and formula knowledge for Microsoft Excel and Microsoft Access
- Working knowledge of Solidworks, Fusion 360, Smartsheet, MATLAB, and CNC Machining
- Professionally Bilingual in Spanish and English

EDUCATION:

Rutgers University *Class of 2020* (GPA: 3.54; Major GPA: 3.82)

Major in *Industrial and Systems Engineering*, Minor in *Economics*