

Jorge Flores

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RELEVANT SKILLS, & CERTIFICATIONS

Software: PostgreSQL, DBeaver, MySQL, Python, Tableau, HTML, CSS, Microsoft Word, Excel, PowerPoint, Zbrush
Skills: Data Cleaning, Data Visualization, Critical Thinking, Problem-Solving, Communication, Collaboration, Presentation
Certifications: Excel, CompTIA Security+ (In progress), and HTB CPTS (In progress)
Language: Spanish (native)

EXPERIENCE

United Airlines, Chicago, IL

February 2024 – August 2024

Loyalty & Marketing Data Analytics Intern

- Developed and executed advanced SQL queries, including JOINS, subqueries, and aggregate functions, using PostgreSQL (DBeaver) to extract, analyze, and manipulate large datasets from databases containing customer flight transactions, customer flight activity, and customer profiles. Delivered comprehensive reports and actionable insights that informed strategic decision-making across departments.
- Created and presented clear data visualizations using Excel (including pivot tables and charts) and PowerPoint, effectively communicating analysis results to stakeholders. Common presentations included monthly sales performance reports, customer behavior analysis, and operational efficiency metrics, providing actionable insights that guided business decisions.
- Managed the ingestion and transformation of CSV data into the United Data Hub (UDH) through AWS cloud sandbox tables, performing data cleaning and appending key member data to deliver accurate outputs to stakeholders

Beatnik Restaurant, Chicago, IL

January 2019 -August 2023

Barback/Busser

- Assisted bartenders by restocking supplies, preparing drink garnishes, and maintaining a clean bar area
- Ability to provide excellent service and handle customer inquiries
- Efficiency in completing tasks under pressure and within time constraints

Muchin College Preparatory, Chicago, IL

June 2015 – August 2015

Data Entry Intern

- Collaborated with other departments to determine relevant material
- Analyzed and ensured incoming resumes if the minimum requirements, education, and experience were met for open teaching and staff positions at the Noble Network Charter Schools
- Efficiently utilized Excel to populate and maintain the recruitment team database for recruitment and hiring

EDUCATION

Harold Washington College, Chicago, IL

Anticipated Graduation Date - Spring 2026

Associate in Applied Science – Cybersecurity (GPA:3.0)

Award: Presidential Scholar

Fall 2024

Year Up, Chicago, IL

August 2023 – August 2024

Data Analytics Trainee

- Completed coursework in Computer Applications, Advanced Excel, Business Writing, Public Speaking, and Professional Skills with specialized training in Data Analytics, including MySQL, Excel, Python, and Tableau
- Earned up to thirty-one college credit recommendations through ACE CREDIT

VOLUNTEER & OTHER RELEVANT EXPERIENCE

TikTok

January 2021 – January 2022

Content Creation

- Successfully garnered over 2 million views on TikTok through engaging and creative content creation, demonstrating the ability to captivate a broad audience
- Cultivated a dedicated following of over 14,000 TikTok users, showcasing the skill to grow and engage an active online community
- Optimized content strategy through a deep understanding of TikTok algorithm, resulting in expanded reach