**JEREMY MONTOYA**

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***SUMMARY***

Experienced analytics professional skilled in enhancing operational efficiency through data-driven insights. Proficient in advanced analytics tools, extracting actionable intelligence from complex datasets. Passionate about optimizing processes and identifying key performance indicators for informed business strategies. Translates data findings into actionable recommendations, fostering efficiency, cost savings, and revenue growth. Collaborative communicator bridging the gap between technical analysis and business stakeholders. Eager to contribute business analytics expertise for organizational success.

***EDUCATION***

**FORDHAM UNIVERSITY, GABELLI SCHOOL OF BUSINESS** New York, NY

**MS, Business Analytics** 2022-2023

* Relevant Coursework: Operations Management, Risk Analytics, Business Analytics for Managers, Web Analytics

**NEW MEXICO STATE UNIVERSITY** Las Cruces, NM

**BBA, General Business, Minor: Finance & Marketing** 2021

***EXPERIENCE***

**THIRD BRIDGE GROUP LTD – FORUM** New York, NY

**Operations Associate – Industrial, Materials and Energy** 2021-2022

* Managed logistics of interviews with industry leading experts, ensuring all interviews were efficiently recorded, and transcribed for distribution
* Evaluated interview audio for content and quality while confirming compliance was documented and approved by stakeholders
* Evaluated KPI’s to track success of email campaigns; results were presented to the IME team with recommendations as to which topics may be sought after by client type
* Created training content and hosted training sessions for various teams regarding new processes and software being utilized; immediate feedback led to instant procedures changes and increases in operational efficiency
* Planned training schedules and training curriculum for new Operations Associates, reducing confusion of policies and procedures while simultaneously decreasing amount of training time
* Collaborated in building out a dashboard for client success team to give accurate product distribution dates to client, resulting in high client satisfaction and higher retention rates

***OTHER EXPERIENCE***

**AMERICAN AIRLINES** New York, NY

**Flight Attendant** 2013-Present

* Qualified as an International Purser, act as onboard supervisor and main contact while communicating with different departments, solve passenger and crew concerns, and decisively assess risks for various scenarios in the operation
* Implement FAA regulations for passengers, review changes in policies and procedures, and submit incident reports along with recommendations to the FAA and AA safety team
* Collaborate with crew members at beginning of flight to examine safety and security concerns while also mitigating issues to meet operational and safety goals, contributing to record profits and positive customer feedback for reliability
* Research and advise crews of travel documentation and licensing required by destination countries pertaining to entry along with a risk assessment for crew safety in those destinations, safeguarding well-being of crews while abroad
* Cooperated with other departments to meet goals of customer satisfaction for onboard service and provide recommendations based on client feedback, resulting in different product offering and higher customer satisfaction scores

**WALT DISNEY WORLD RESORT** Orlando, FL

**Disney College Program Cast Member – Attractions & Custodial** 2013

* Developed leadership skills through trainer program, training new cast members as to how to Disney values and culture can be implemented in their role
* Adhered to standard operating procedures to perform duties and resolve issues, resulting in minimal safety incidents
* Cooperated with other departments to accommodate guests with privacy concerns and ensure safety while visiting various attractions
* Interacted with guests and used available resources to understand and solve guest concerns, creating relationships of mutual respect, higher guest satisfaction and comfortable atmosphere
* Ensured assigned areas around attractions were clean and did not pose safety issues, generating positive reviews from guests

***TECHNICAL SKILLS***

* **Data Analytics:** Database Management (DB2 Database/Data Studio); Data Warehouse (ETL/OLAP); Data Mining & Modeling (Linear/Simulation/Time Series/Clustering/Regression), Big Data (Hadoop/Amazon Web Service); Visualization (Tableau)
* **Programming and Software:** Proficient in SQL; Proficient in Python; MS Office (Proficient in EXCEL Pivot Table, VLOOKUP/What-if Analysis); IBM Licensing Software (Cognos/SPSS Modeler)

***ADDITIONAL***

* Languages: English, Spanish
* Certificate: Responsible Business Leadership
* Certificate: Databases and SQL for Data Science with Python from IBM
* AWS Data Analyst Certified
* CPR and First Aid Certified
* UNICEF – Champion for Children