

## Analyst Profile

Results-oriented professional with extensive experience in data analysis and web development. Proficient in interpreting data, analyzing results using statistical techniques, and providing ongoing reports. Adept at developing and implementing strategies to optimize statistical efficiency and quality. Excel at prioritizing business requirements and identifying process improvement opportunities. Possess diverse knowledge of HTML, CSS, JavaScript, JQuery, Mongo DB, SQL, Python applications, and data visualization development.

## Areas of Expertise

- Full Stack Web Development
- Data Analysis & Visualization
- Product & Sales Management
- Customer Service & Satisfaction
- Reports & Documentation
- Software Development
- Internal Auditing
- Problem Resolution
- Team Building & Leadership

## Career Experience

**Inter Bio-Lab, Inc.**, Orlando, Florida

### IT Manager

**2010 – Present**

Design, develop, implement, and coordinate system, policies, and procedures. Spearhead all aspects of IT department, comprising web designing. Plan, organize, control and oversee IT and electronic data operations. Act in alignment with user requirements and system functionality, contributing to organizational policy.

- Served as database developer, supervised multiple company procedures, and formulated advertising materials for product lines.
- Managed Server Management and Server Administration including Control Access and User Domain Control.
- Identified potential issues and provided effective solutions.

### E-Commerce Representative

**2010 – Present**

Direct all facets of organization consisting of publishing, products and sales management as well as customer interaction through multiple platforms including eBay, Amazon, DotMed, LabX, Medwow, and Kitmondo. Deliver knowledgeable answers to customer phone calls and e-mail inquiries regarding products and brand. Forge collaborative and positive working relationships with team members, clients, and senior management.

- Followed-up on all customer requests to ensure the brand provides highest level of customer service.
- Utilized CRM tools to manage ongoing client relationship.
- Played a significant role in assisting customers with after-sales service issues.

### ISO Internal Auditor

**2012 – 2018**

Steered audit calendar and carried out regular internal audits focusing on published calendar. Oversaw audit outcome and performed preventive/corrective actions. Ensured audit cycle program remain effective and upgraded. Certified follow-up actions are listed on Action plan and 'Work In Progress' comments are provided after appropriate interval for each action until completion.

- Qualified internal auditor for IOS 9001: 2008 & 13485: 2003.
- Produced and submitted full audit report to management team.

## Additional Experience

**Quality Assurance Analyst**, BOD/Corp Banca, Caracas-Venezuela

**Technical Support Specialist (Internship)**, Corporación Alcaldía de Maracaibo, Venezuela

## Education

**UCF Coding Boot Camp (Full-Stack Web Development)**, UCF Continuing Education, 2021

**UCF Data Boot Camp (Data Analytics & Visualization)**, UCF Continuing Education, 2020

**Bachelor of Science in Computer Engineering**, University Dr. Rafael Bellosó Chacín– Venezuela, 2007

## Technical Proficiencies

**Microsoft Office, HTML, CSS, Javascript, JQuery, Mongo DB, SQL, full-stack JavaScript, and Core Banking ISERIES AS400**