



# Joshua Ortega

Data Analyst

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Panama, Panama city

## EDUCATION



### **Masters in BA and Data Science**

UMECIT  
In course

### **Degree in Aviation Management**

Universidad Tecnologica de Panama  
2020

### **Santo Domingo Savio Bilingual School**

Bachelor of Science and Letters with  
emphasis in Business Management.  
2015

## WORK EXPERIENCE



### **FLIGHT OPERATIONS**

#### **Copa Airlines**

November 2022 to april 2023

- Assist and guide passengers at each point of contact (counter service and boarding) in order to provide an excellent service experience and ensure a safe and quality experience.
- Support airport leaders in cases of delayed flights, overbooking, cancellations and irregular operations, in order to support passenger care.

## SUMMARY

I am looking to join a challenging work environment where I can grow professionally, learn from others, and contribute my experiences to add value to the team. I consider myself a responsible, punctual, organized, persevering individual, capable of adapting to the circumstances of my surroundings.

## CURSES AND CERTIFICATIONS

### **Platzi**

- **Basic Programming**
- **Data Manipulation and Transformation with Pandas and NumPy.**
- **Web Scraping Fundamentals with Python and XPath.**
- **Basic Python Course.**
- **Intermediate Python Course:** Comprehensions, Lambdas, and Error Handling.
- **Basic Excel Course.**
- **Git and GitHub Professional Course.**

### **Coursera**

- Google Course: Foundations Data, Data Everywhere
- Google Course: Prepare Data for Exploration
- Google Course: Ask Questions to Make Data-Driven Decisions
- Google Course: Process Data from Dirty to Clean



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## WORK EXPERIENCE



### **Technical Customer Service Agent Intcomex**

*June 2023 to Present*

- Technical support via web and telephone.
- Management of the warranty process for electronic devices.
- Testing of upcoming products and services.
- Reporting defects, errors, and bugs in products and apps.

## SKILLS AND KNOWLEDGE

- Problem-solving skills.
- Intermediate knowledge of Microsoft Office: Word, PowerPoint, and Excel.
- Basic SAP management
- High adaptability and versatility in the face of changes.
- Critical thinking and decision-making.
- Python knowledge: data processing and manipulation.
- SQL knowledge: Use of queries to obtain valuable information.
- Knowledge of business analysis and data science.
- Customer service: technical support and collections by telephone.