



Joshua Ortega

Data Analyst

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+507 6780-2974
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.
- Sale of tickets at the counter based on the customer's need; cost, date, rates etc.

SUMMARY

I am looking for a work environment where I can settle in and learn tools that are useful for my daily data analysis, and where I can further enhance my knowledge of the various available tools. Despite having a wealth of theoretical and practical knowledge, I have not yet had the opportunity to apply them in a work setting and where I can add value to value a team

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.
- **Data Analysis with Power Bi.**
- **Git and GitHub Professional Course.**
- **Tableau Data Visualization and Storytelling Course**
- **Database foundation.**

Coursera

- **Google Analytics Professional Certificate**



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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.
- Basic programming in HTML, Javascript and CSS.
- SQL knowledge: Use of queries to obtain valuable information.
- Knowledge of business analysis and data science.
- Customer service: technical support and collections by telephone.