Kevin Knights

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Certified Professional: Microsoft Azure: Fundamentals (AZ-900), AI (AI-900), Data (DP-900); Microsoft Power Bi Data Analyst (PL-300), Databricks Data Engineer Associate, Agile Scrum Master.

Education

Universidad Tecnológica de Panamá   Panama City, Panama
Electromechanical Engineering, Concentration in AI, and Machine Learning.   2021
Associate Degree in Business Analytics and Data Science.   2021

Work Experience

Dell Technologies (IT & Services)   Panama City, Panama
Campaign Audience Data Engineer   **June 2022 – To Present**

- Collaborated on the development of a campaign automation solution, using Airflow and Docker, that reduced campaign execution times by over 50% and earned us the Geraldine Tunnell (Global Field and Partner Marketing SVP) Award.
- Designed and implemented a Python and SQL-based quality check solution for outbound telemarketing campaigns, facilitating data visualization of audience drops, execution variance, and data coverage.
- Led technical trainings on Git, GitLab, SQL, Python, and Airflow, enhancing team members' understanding and utilization of these tools in their daily tasks and project deliverables.
- Contributed to the development and engineering of SQL triggers for the first US SB Always On Reactivation campaign, providing key customer journey insights to increase conversion rates across multiple platforms.
- Developed a Large Language Model (LLM) application leveraging open-source models for use cases including Sales Reps product Q&A and audience generation automation.

W. W. Grainger (Business Supplies & Equipment)   Panama City, Panama
Senior Operations Analyst   **Aug. 2021 – May 2022**

- Developed a Power Bi dashboard to monitor process performance, team metrics, and quality metrics, providing leadership with visibility into the progress of tasks and processes for the introduction of over 60,000 new products in Canada and Mexico.
- Developed a Power Bi Dataflow with Star Schema to access product information lacking primary images, empowering teams to enhance their reports and analyze KPI impacts.
- Automated a manual process involving the modification and addition of macros to over 100 Excel files per review using a Python script, reducing the process time from a minimum of 3 hours to 2 minutes.
- Constructed SQL queries to gather and analyze sales metrics (Items sold, Revenue, Profit, Profit Margin) for newly introduced products, providing insights into sales trends at 1, 3, and 6 months post-introduction.

Dell Technologies (IT & Services)   Panama City, Panama
Analyst, Services Project / Program Management   **Feb. 2020 – July 2021**

- Coordinated the utilization of over $10,000 in training credits by identifying available credits from customers in Brazil and planning necessary training with Brazil's Account Managers and Sales Representatives, leading to increased customer engagement.
- Collaborated with the Management Team to standardize the complexity report on customer incidents, enabling a more accurate estimation of productivity based on incident complexity levels.

Programming Languages: Python, R, Structured Query Language (SQL).
Technical Skills: Python Software Development, Data Engineering, Cloud DevOps, Linux System Administration, Process Automation, Data Analysis, Data Modeling & Design, Data Processing, Metrics Development, Quality Assurance/Control, Cloud Computing (AWS, Microsoft Azure), Docker, Spark, Airflow, Teradata, Power Bi, Tableau, Git/GitLab, Jira, Confluence, Salesforce, and Agile Methodology.
Soft Skills: Critical Thinking & Problem-Solving, Growth Mindset, Communication & Leadership, Innovation & Creativity.
Languages: English (Fluent), Spanish (Native), Portuguese (Fluent).