

LUIS DAVID RUIZ SANTIAGO

Technology Analyst

ldruizsan@gmail.com - (787) 427-4031

[LinkedIn](#) - [GitHub](#) - [Tableau Public](#) - [Portfolio](#)

SUMMARY

Data Analyst with expertise in SQL databases (PostgreSQL, MySQL, DB2), cloud warehouses (Snowflake, Databricks), and BI tools (Tableau, Python). Skilled in statistical analysis, machine learning model development, and translating data into actionable insights. Additional experience building data-driven web applications with Django and Streamlit. Collaborative team player with a passion for data storytelling and visualization.

TECHNICAL SKILLS

Cloud & Automation: AWS, Azure, Python, PowerShell, Terraform (IaC), Docker

Documentation & Analysis: Technical Writing, Process Mapping (Visio), Requirements gathering

Collaboration Tools: Jira, Confluence, ServiceNow

Data Analysis: Excel (Pivot tables, dashboards, PowerQuery, modeling), Python (Pandas, Numpy, Matplotlib, Plotly), Statistics, Data mapping

SELECT PROJECTS

Cloudmart Ecommerce Website Deployment

- Leverage generative AI to assist in the creation of a Terraform script to provision AWS S3 buckets and DynamoDB tables
- Set up Docker environment using Dockerfile and Buildspec file to create images and push them to AWS ECR repos
- Automate deployment with AWS CodePipeline by setting up the connection to GitHub, create the repo, and push changes to trigger the pipeline
- Set up AI agents using Amazon Bedrock and OpenAI to handle product recommendations and customer interactions and complaints

EXPERIENCE

Technology Architect Analyst - Accenture, Columbus, OH

Jun 2022 - Dec 2024

- Staffed across client engagements in digital transformation, cloud migration, and systems modernization for clients in the finance, fast food, and retail sectors
- Spearheaded documentation and testing frameworks for a multiplatform SaaS application, including authoring dozens of user stories for QA teams, created a Product Playbook detailing feature entry points, cross-platform workflows, and ideal user paths to drive testing efficiency and developed a Testing Matrix to standardize post-release validation to reduce duplication risk. Progress was tracked using Jira
- Led data validation and cleanup for legacy system modernization, ensuring accuracy for cloud migration, identify data gaps by comparing transaction logs to application outputs
- Designed a database modeling workflow diagram and revamped technical documentation to accelerate onboarding of client teams
- Managed client-facing slides for sprint progress, risks, and blockers to improve transparency and maintain communication
- Collaborated with infrastructure teams to analyze system usage patterns and optimize SLAs, reducing downtime

Fulfillment Center Associate I - Amazon, West Jefferson, OH

Sep 2021 - Apr 2022

- Ensure fast and accurate transfer of 2000-2500 items per day from inventory to packaging with a low DPMO count
- Stow items to add them to inventory, perform simple quality test to ensure the number of items in a bin match what is shown on the website, and pack the items securely for shipment

- Follow 5S guidelines to maintain a clean and safe work station

EDUCATION & CERTIFICATIONS

AI Agents and Agentic AI in Python

May 2025

Vanderbilt University Specialization in Coursera

Certified Lean Six Sigma Yellow Belt Professional

Jul 2021

Coursera

Dec 2020

IBM Data Analyst Professional Certificate

Thinkful

Sep 2020 - Jan 2021

Data Analytics Certificate

- Data analytics extraction and presenting useful insights that deliver business value from data sources like Excel and SQL databases

- Practical mastery of Excel (pivot tables, index/match, VLOOKUPS, statistical analysis), PostgreSQL (aggregations, joins, subqueries), Tableau, and Python Pandas, Numpy, and Matplotlib for data analysis, cleaning, and visualization

University of Akron

Sep 2016 - Oct 2018

Doctorate Coursework in Polymer Engineering (No degree)

University of Rochester - River Campus

Sep 2013 - May 2015

Alternative Energy - Chemical Engineering, M.Sc.

University of Puerto Rico - Mayaguez

Aug 2007 - Jun 2013

Chemical Engineering, B.Sc.