

LUIS DAVID RUIZ SANTIAGO

Technology Analyst

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

SUMMARY

Versatile Technology Analyst with experience in digital transformation, cloud migration, and systems testing. Skilled in requirements documentation, data validation, and cross-functional collaboration across fintech and SaaS projects. Proficient in Jira, ServiceNow, and Agile methodologies to drive efficiency in client engagements. Cloud certified in AWS, Azure, and Databricks

TECHNICAL SKILLS

Tools: Excel, PostgreSQL, Tableau, Python, Jira, ServiceNow, ChatGPT/Claude/DeepSeek/Gemini, Docker

Testing & QA: Test case development, user story creation, test matrix

Cloud: AWS, Azure, Databricks, Snowflake

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

Beta Capital Assets Pricing Model using Python - [link](#)

- Analyzed stock daily returns for 6 major tech stocks
- Used CAPM to calculate the parameter Beta for stocks and determine their volatility relative to the S&P500

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, create a Product Playbook detailing feature entry points, cross-platform workflows, and ideal user paths to drive testing efficiency, and develop a Testing Matrix to standardize post-release validation, 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
- Revamped training documentation, and design a database workflow diagram to accelerate onboarding of client teams
- Managed client-facing slides for sprint progress, risks, and blockers to improve transparency and maintain communication
- Monitored 20+ Linux servers for SLA compliance to ensure uptime, resolve critical issues, and deploy patches as well as automate alerts via ServiceNow and reduce response time

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

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 delivers 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.