**LUIS DAVID RUIZ SANTIAGO**

**Technology Analyst**

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[LinkedIn](https://www.linkedin.com/luisruiz1) - [GitHub](https://github.com/ldruizsan) - [Tableau Public](https://public.tableau.com/profile/luis.ruiz.santiago#!/) - [Portfolio](https://ldruizsan.github.io/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***](https://github.com/ldruizsan/python-capm-finance/blob/main/Python_Finance_Beta_and_CAPM2.ipynb)

- 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 retails 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.*