Liana Lastique

Data Analyst - Fort Lauderdale, FL
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Summary

Analytical and results-driven data analyst with a foundation in business intelligence and over five years of experience in real estate acquisitions, operations, and customer service. Completed a Business Intelligence Analytics program at TripleTen Tech School with hands-on experience in SQL, Tableau, Excel, and Power BI. Adept at identifying trends, building dashboards, and translating complex data into actionable insights that support strategic decision-making.

Skills

SQL, Excel, Tableau, Power BI, Python (Pandas, NumPy), Data Cleaning, A/B Testing, Dashboard Development, Data Storytelling, CRM Tools, Communication, Research

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Experience

Data Analyst – Marketing Advertisement (Contract)
Jiffy Lube
Jan 2025 – May 2025 · Remote

- Managed and updated CRM to ensure accurate customer segmentation and targeting.
- Analyzed customer analytics to uncover trends and drive traffic to locations.
- Developed Excel-based reports and customer outreach trackers.
- Designed and executed email and social media marketing campaigns based on data-driven strategies.

Acquisitions Manager
Private Real Estate Investment Firm
Apr 2023 – Present · Miami, FL

- Lead property sourcing, underwriting, and negotiation for residential real estate investments in South Florida.

- Utilized Excel and CRM tools to analyze lead data, evaluate property potential, and forecast ROI.
- Grew property portfolio by 30% YoY through data-driven decision-making and market analysis.
- Coordinated with legal, inspection, and financial teams to manage deal flow and ensure smooth closings.

Acquisitions Manager
Private Real Estate Investment Firm
Jan 2018 – Apr 2023 · New York, NY

- Managed operations, acquisitions, and research for value-add residential properties in Brooklyn and Queens.
- Designed tracking systems in Excel to monitor offer submissions, comps, and lead performance.
- Conducted in-depth research using MLS, public records, and real estate platforms to support purchase decisions.
- Played a key role in property flips that averaged 25% ROI per project.

Flight Operations Coordinator
Delta Airlines
2014 – 2018 · Queens, NY

- Oversaw ground and air operations to support daily flight schedules, ensuring regulatory compliance and safety.
- Adapted logistics in response to real-time variables, maintaining on-time performance for over 90% of flights.
- Used operational dashboards and reporting tools to analyze delays and performance trends.
- Collaborated across departments including dispatch, customer service, and ramp operations.

Client Services / Administrative Assistant
FedEx Ground
2012 – 2014 · Forest Hills, NY

- Managed customer accounts, tracked packages, and resolved service issues to enhance satisfaction.
- Created and maintained inventory and delivery logs using Excel to improve accuracy.
- Liaised between drivers, managers, and clients to ensure smooth operations during high-volume periods.
- Recognized for service excellence and on-time issue resolution.

Assistant Manager
Heartland Automotive Services
2010 – 2012 · Long Island, NY

- Supervised day-to-day operations of high-volume automotive service center, ensuring safety and customer satisfaction.
- Trained and led a team of technicians, resulting in improved service efficiency and customer retention.
- Managed inventory, scheduling, and conflict resolution while maintaining compliance with company standards.
- Consistently exceeded sales goals through upselling and service recommendations.

Tech Projects

Zomato Restaurant Performance Analysis

- Analyzed restaurant order and revenue data to identify top-performing partners and optimize marketing focus.

Airbnb Regional Advertising ROI

- Used Excel and Tableau to calculate ROI and determine ad spend by region and season for improved targeting.

Superstore Return Analysis

- Investigated order return patterns and financial impact, delivering insights to reduce future return volume.

Education

TripleTen Tech School — Certificate in Business Intelligence Analytics, 2025

Nassau Community College, Long Island, NY — Associate's in Accounting and Business

Hillcrest High School, Queens, NY — Diploma

References available upon request.