

LUIS PALACIOS



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Professional Summary

- An accomplished professional with MBA, Bachelor's Degree in Business Administration, and Information Systems Engineering. Postgraduate diploma in Data Analytics for Business at St. Clair College (ON, Canada) to complement my background. Financial Planning specialist trained in BI development, data analysis, and large experience in financial reporting.
- Experienced in data analysis, data visualization and KPI/metrics visualization, with knowledge in Python, R, SQL, Tableau, Power BI, and large experience in QlikView and Qlik Sense. Aside from that, knowledge of Oracle Hyperion Planning, HFM and SmartView tools for advanced reporting and pulling data.
- I am an enthusiastic business partner and passionate about the highest quality of work and positive environments. Creative solutions architect with real-time problem-solving flexibility. Proven ability to learn quickly and adapt to new situations.

Work Experience

South Essex Community Council - SECC (Leamington, Ontario)

Sep 2023 - Present

Data Specialist

- Designed and implemented a new Project of CRM solution and corresponding data warehouse.
- Prepared and identified KPIs, developed Power BI Business Intelligence dashboards for senior management.
- Interpreted evaluation findings from the system and presented recommendations to improve service by 10% and reducing reporting from 5 hours to 30 minutes, within the first 6 months of implementation.

Rivera Building Maintenance Inc. (Windsor, Ontario)

Feb 2022- Aug 2023

Maintenance Team Member

- Part-Time team member.

Self-Employer | (Santiago, Chile)

Apr 2021- Dec 2021

Senior Financial Analyst and BI consultant

- Responded to specific BI requests from financial team personnel, creating data packets with requested information in easily understandable formats. Prepare operational reports from Hyperion Planning.
- Documenting complex processes, system integrations, and data mapping to ensure a clear guideline for internal users in daily operations.
- Analyze Financial forecasts, ensuring accuracy and reliability, identify trends, patterns and potential risks. Provide detailed reports on reason for discrepancies.
- Develop visualizations and reports to communicate complex financial information effectively.

Laureate Education Inc (Santiago, Chile)

Nov 2009 – Mar 2021

Reporting Manager

- Coordinate and lead activities related to the validation, mapping, cleansing, and conversion of financial data (P&L, Cash Flow, CAPEX, Enrollment) from local systems to Oracle Hyperion.
- Internal process documentation of reporting systems (Oracle Hyperion and Peoplesoft) and support internal users' partners for continuous operation.
- Preparing IT Monthly Management Report Presentation for CIO regional director, explaining variances, monthly impact expenses and IT CapEx breakdown for all regional IT projects.
- Responsible for testing regional data and developing a Bulk Reporting Procedure into the Hyperion Essbase, reducing the process from 6 hours to 40 minutes.

Senior Financial Planning & Data Analyst

- Preparation of Monthly Financial packages & Quarterly Business Review (QBR), to be reviewed by the senior management. Including Executive Summary, Business KPI, and Educational Ratios.
- Understanding the P&L and providing monthly commentaries on variances, investigate reallocation or missing values from all regional entities.
- Participation in Excellence in Process project (EiP), in the elaboration of regional dashboards as part of the corporate strategy to increase operating efficiencies and continue standardization of processes.
- In charge of all intercompany transactions between regional office institutions and all Laureate entities worldwide.

BI Developer (QlikView) | Data Analyst

- Providing to the FP&A teams ongoing training in Oracle Hyperion Planning, PeopleSoft, and QlikView models.

- Responsible for daily enrollment report to Executive Management.
- Develop Business Intelligence (BI) solutions for Finance, Marketing, Sales, and Legal Departments.

DTS Chile (Santiago, Chile)

Apr 2003 – Nov 2009

Process and Quality Analyst

- Analyzed process flows and identified areas of improvement to increase productivity and reduce costs.
- Gathered existing old documentation and created updated process according to the best company asserts.

Education

Data Analytics for Business – Diploma St Clair College, Windsor, Ontario (Canada)	May 2023
MBA, Master Business Administration UEM (Spain) – UNAB (Chile)	Jan 2021
Bachelor’s degree in Business Administration Universidad Andres Bello (Chile)	Jul 2013
Computer Sciences and Management Control Engineer Universidad Diego Portales (Chile)	Dec 2004

Awards & Recognition

South Essex Community Council (SECC). (Leamington, ON) Integrity Award “Integrity” award at SECC, recognizing my hard work, dedication, and commitment to excellence. I was conferred after 9 months only at SECC as a Data Specialist – Department Coordinator.	Jun 2024
Laureate Education Inc. (Baltimore, USA) Global Recognition Collaboration Award Global recognition conferred among all network financial teams. This Award was given for my contributions and share all my findings with my colleagues and other regional teams.	Dec 2006

Languages: Spanish Native.

LinkedIn: <https://www.linkedin.com/in/lmpalacios/>

References: available upon request.

WEB: <http://luispalacios.netlify.app>