

Luis Villa

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<https://luisv01.github.io/>

TECHNICAL SKILLS

Java, JavaScript, Python, SQL, HTML, CSS, Django, Bootstrap, Unix, Bash, Git.

EDUCATION

MIT xPro, Cambridge, MA — Professional Certificate in Coding Full Stack Development MERN, 08/23

Boston University, Boston, MA — M.S. Information Systems, 05/19

University of Massachusetts, Boston, MA — B.S. Information Technology, 08/14

EXPERIENCE

Data Analyst II, Boston Children's Hospital — 09/21 - 09/22

- Completed data pulls based on filter criteria provided by clinical researchers using complex SQL queries, extracting data from Netezza, Oracle and MS SQL Server data warehouses.
- Utilized Python to write scripts to automate tasks, query databases to create and email scheduled reports to clinical researchers and streamline processes.
- Facilitated ETL of large data-sets ensuring high availability for clinical researchers while maintaining HIPAA compliance and privacy laws.
- Worked in projects that required cross-team collaboration to support the research community at BCH by exporting data across data warehouses.

Application Support Engineer, CarGurus.com — 02/18 - 04/20

- Established CRM Integrations with lead/connection brokers in JSON or XML formats to help customers gain exposure giving CarGurus.com lead attribution.
- Configured vendor CSV/XML data feeds providing car inventory for publishing representing about 80% of monthly-recurring revenue.
- Managed feed splits for large auto groups in collaboration with Customer Success Team.

Senior Customer Success Specialist, CarGurus.com — 02/16 - 02/18

- Provided client facing technical support on how to better utilize application to high monthly recurring revenue customers via phone or email.
- Collaborated with Sales Team account managers to assign and load inventory feeds for large national and international accounts.
- Provided training in feed assignment and customer issue resolution for new employees.

Helpdesk Analyst Level II, Beth Israel Deaconess Medical Center — 04/14 - 02/16

- Helped users troubleshoot computer related issues via phone, email and via remote access.
- Created new user accounts granting correct level of access, including access to clinical systems using Active Directory.
- Worked with third party vendors to deploy new clinical hardware and software per SLAs, documenting interaction.