

# MARCO CHANG

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• <https://marcoacb.github.io/Portfolio/>

## DATA ANALYST

### Professional Summary

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**Seasoned IT professional with 10+ years' experience in service delivery and help desk supervision, excelling in business intelligence, data analysis, and programming.** Skilled in leading teams and improving operational processes to enhance service level agreements (SLAs) and KPIs. **Demonstrates strong analytical and problem-solving abilities, with a track record of implementing innovative solutions.** Adept in strategic planning, team training, and stakeholder communication.

### Skills

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#### Technical Skills:

- Microsoft Office (Outlook, Word, Excel, PowerPoint)
- Business Intelligence (Power BI, SQL, Data Modeling)
- Programming (VBA, .NET, Java)
- Database Management (MS-SQL)
- Report Automation (SQL Queries, Excel, Pivot Tables, Macros, Power BI, Dashboards)
- IT Service Management (ITIL)
- Data Collection / Data Validation / Data Manipulation / Data Analytics

#### Soft Skills:

- Leadership and Team Management
- Strategic Planning
- Analytical Thinking
- Problem-Solving
- Communication and Training

### Technical Languages

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Power BI | MS-SQL | VBA | .NET | Java | Microsoft Office

### Work History

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#### Freelance Data Analyst, 11/2023 to 03/2024

##### HP Inc. – Remote (Consultancy)

- Developed customized SLA tracking reports using Power BI and Excel for new client requirements.
- Automated SLA performance monitoring to provide detailed insights for stakeholders.
- Aligned reporting formats with client operational needs to deliver actionable insights.

#### Data Analyst, 03/2018 to 07/2023

##### HP Inc. – Peru

- Oversaw technical support and customer service across multiple channels, including Level 1 (phone, ticketing, chat) and Level 2 (on-site technical assistance).
- Developed and implemented operational standards and business process improvements to achieve and maintain Service Level Agreements (SLAs).
- Conducted detailed data analysis of support cases to forecast demand and formulate effective strategies.
- Utilized SQL, VBA, business intelligence, and data analysis expertise to design, document, and deploy automated reports in Excel and Power BI.
- Supervised client-specific services such as disk encryption and secure data erasure.
- Leveraged ticket data analysis to identify incident trends, resulting in targeted actions that reduced service case demand by 20%.

- Initiated the creation of automated, daily updated reports, and dashboards, increasing service managers' visibility of their providers and contributing to a 5% improvement in SLA from 90% to 95%.
- Supported the implementation of a BOT to handle recurrent cases with known solutions, empowering end-users to resolve issues independently.

#### **Help Desk Supervisor, 01/2015 to 03/2018**

##### **Banco De Crédito – Peru**

- Maintained operational Service Level Agreements (SLAs) through diligent oversight and process optimization.
- Directly coordinated with service providers to identify and implement improvements in helpdesk operations.
- Trained and mentored a team of 13 service desk professionals, enhancing overall service delivery.
- Successfully motivated and led the team to achieve a 92% answered call SLA, surpassing the monthly goal of 90%.

#### **Help Desk Analyst, 11/2010 to 01/2015**

##### **Banco De Crédito – Peru**

- Provided end-user phone support, resolving technical issues through remote assistance.
- Leveraged VBA skills to create and automate the measurement of Service Level Agreements (SLAs) with service providers.
- Developed automated operational reports for daily email distribution, improving management's visibility of daily SLA achievements.
- Utilized .NET programming to develop an application that streamlined office printer connections for end-users, reducing the average number of related support cases by 300.

#### **Education**

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##### **Universidad Alas Peruanas – Peru**

Systems Engineering

#### **Certifications**

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- **Data Visualization: A Lesson and Listen Series** | LinkedIn Learning | in progress.
- **Python Fundamentals 1** | Cisco Networking Academy | 2024
- **Microsoft Power Platform Fundamentals** | Intelligent Training | 2022
- **ITIL Foundation Certificate in IT Service Management** | People Cert / Axelos | 2020
- **Power BI Advanced** | LinkedIn Learning | 2020
- **Excel Essential Training** | LinkedIn Learning | 2019
- **Power BI Essential** | LinkedIn Learning | 2018