

MARCO CHANG

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DATA ANALYST

Professional Summary

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

Technical Skills:

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

Soft Skills:

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

Technical Languages

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

Work History

Service Delivery Supervisor – 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

Universidad Alas Peruanas – Peru

Systems Engineering

Certifications

- **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