

Marco Arias Barreto

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Business Systems Analyst | Data Analyst | IT Analyst

Business Systems Analyst with **3+ years** of experience driving system improvements, streamlining workflows, and delivering data-driven insights across the energy and education sectors. Skilled in end-to-end software testing, data validation, and dashboard development, with hands-on expertise in Python, SQL, Power BI, and SharePoint. Known for bridging technical and business teams to implement practical solutions that improve accuracy, efficiency, and decision-making.

SKILLS

- **Technical Skills:** A/B Testing, Application & System Testing, Automation, Business Process Optimization, Dashboard Development, Data Collection & Cleaning, Data Visualization, System Integration, Technical Documentation
- **Soft Skills:** Adaptability, Continuous Learning, Curious, Stakeholder Engagement, Troubleshooting
- **Programming Languages:** C++, Java, Python, R, SQL, VBA
- **Systems:** JIRA, Office 365 (Excel, SharePoint, Visio, OneDrive), Power BI, ServiceNow, Tableau, Virtual Machines
- **Languages:** English, French, Spanish

WORK EXPERIENCE

Business Systems Analyst • Full-time

01/2023 - 05/2024

Gibson Energy • Calgary, AB

- Conducted full-cycle software testing including application, usability, and user acceptance testing (UAT), creating test cases, identifying defects, and ensuring functional reliability prior to company-wide deployments.
- Automated ETL workflows using Python and VBA, reducing processing time by **70%** and eliminating manual errors across weekly data operations.
- Developed Power BI and Excel dashboards for KPI tracking, analyzing spreadsheet data, enhancing data visualization and enabling stakeholders to make data-driven decisions, improving decision-making and operational insights.
- Led cross-functional collaboration with Finance and Logistics teams to implement master data validation, system integration, and backups, ensuring data governance and operational efficiency across oil and gas operations.
- Identified workflow inefficiencies through performance analysis, implementing multiple process changes, saving **10+** hours per month in manual work.
- Created and maintained business systems documentation in SharePoint and Visio, improving business requirements gathering, reporting best practices, and data governance.
- **Project: U.S. Acquisition Data Migration – STGT Terminal (02/2023 – 09/2023)**
Migrated **90%** of acquired U.S. terminal data into Synthesis by validating records, troubleshooting upload issues, and cleaning spreadsheets. Reduced data entry errors and improved logistics tracking accuracy.

Customer Support Analyst (Level 1) • Part-time

09/2021 - 01/2023

University of Calgary • Calgary, AB

- Handled requests for IT services including technical support, software licensing activations, and general inquiries through phone, email, in-person, and remote sessions, on ServiceNow ticketing system to ensure high satisfaction.
- Managed MFA setups, software licensing, and access permissions, strengthening account security and improving authentication reliability across university systems.
- Mentored and supported new hires, providing thorough onboarding assistance and guidance, fostering their understanding of systems, processes, and addressing inquiries, ensuring faster onboarding and team productivity.
- Supported students, alumni, and faculty using D2L and other academic systems, resolving access and navigation issues for a user base of **over 45,000** across different campuses.

EDUCATION

Bachelor of Science in Computer Science, BSc

University of Calgary • Calgary, AB

09/2018 - 12/2023

CERTIFICATIONS

Google Data Analytics Certification (Pursuing)

Google

11/2024 - 06/2025