

# Senior Analyst – Business Intelligence & Analytics

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## Professional Summary

Data-driven Senior Analyst with 4 years of experience in Business Intelligence and Analytics, specializing in SQL, dashboard development, and data visualization. Skilled at turning complex datasets into actionable insights that drive strategic decisions. Proven track record in collaborating with cross-functional teams, automating reporting processes, and delivering measurable business impact.

## Core Skills

- SQL.
- Data Visualization: Power BI, Tableau
- Data Modeling & ETL Concepts
- Dashboard & KPI Development
- Business/Financial Analytics
- Stakeholder Communication & Storytelling with Data
- Process Automation & Data Quality Improvement

## Professional Experience

### Real Time Analyst (RTA)

OutPLEX, Santo Domingo — 11/2024 to Present

- Monitor and analyze **real-time contact center performance**, ensuring adherence to service level agreements (SLAs) across multiple channels (voice, chat, email).
- Built and maintained **daily/weekly dashboards** in Excel/Power BI to track volume, staffing, shrinkage, and adherence KPIs.
- Partner with operations and workforce teams to optimize schedules, improve utilization, and reduce under/overstaffing.
- Provide insights on performance trends and escalations, supporting leadership with actionable recommendations.
- Automated routine reporting, cutting manual workload by 30% and improving decision-making speed.

## Quality Assurance Analyst

OutPLEX, Santo Domingo — 08/2021 to 11/2024

- Evaluated agent performance and compliance through data-driven QA scorecards, ensuring alignment with company standards.
- Conducted trend analysis on call audits, identifying recurring issues and recommending process changes that improved first-call resolution by 18%
- Partnered with Training and Operations teams to create feedback loops that reduced compliance errors and improved customer satisfaction.
- Designed Excel-based reporting tools for QA results, enabling leadership to track performance across teams more efficiently.
- Delivered weekly insights to stakeholders, highlighting areas for improvement and recognizing high-performing agents.

## Education

Instituto Tecnológico de Las Américas (ITLA) — Studying Data Science, expected graduation: 2027

### Certifications

Google Data Analytics Professional Certificate

Diplomado Business Intelligence con Power BI (ITLA)

Tableau Certified Data Analyst