Mauricio Montero

Self-motivated problem solver, team-oriented and objective-oriented. I am amazed by the huge impact data has on a decision-making process. My goal is to work on a place where I can create opportunities for positive data driven changes.

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WORK EXPERIENCE

Planner
Walmart

12/2021 - Present   *San José*

Pricing: Products and data science Designing tools and reports for analytical purposes and monitoring trends of the different categories of each commercial division. This, in order to communicate all relevant findings and contribute to improve key indicators used during the decision making process.

Associate Programmer
Labcorp Drug Development

10/2021 - 12/2021

C# programming, design, development, custom functions and implementation of the Electronic Data Capture (EDC Medidata Rave) system for the purpose of collecting and reporting clinical study data.

Solution Architect Intern
Hewlett-Packard Enterprise

06/2021 - 10/2021   *Heredia*

Solution development, costing, proposition, integration and business case alignment of HPE solutions supporting information technology environments.

Fleet Management Engineer
Hewlett-Packard

12/2018 - 06/2021   *Heredia*

Maintain the printer fleet of assigned Direct Managed Print Services (dMPS) customers in an excellent technical condition, by analyzing printer health, managing printer configurations, delivering proactive services, diagnosing and resolving complex hardware and firmware technical problems.

Kindle Tech Support
Amazon

01/2016 - 02/2017   *San José*

Retail generalist, Kindle tech support and Special Handling.

EDUCATION

Systems Engineering
Universidad Fidélitas

06/2019 - 08/2022   *San José*

Data Science and Business Analytics
Grow Up Data Analytics

08/2022 - Present   *San José*

Power BI, SQL, Python, exploratory analysis, inferential statistics, probability, regression models, classification models, big data, time series, and Azure machine learning.

- DS & BA

SKILLS

Microsoft Office · Jira · .Net · C#
SQL Server · Customer Service · Microsoft Excel
C · C++ · Java · Python · Web Jetadmin
MySQL · Oracle · Agile Scrum
Microsoft Power BI · MVC · Salesforce
Service Now · Dataiku · Alteryx

PROJECTS

Price Sugestion model optimization at Walmart
- Optimization of price suggestion models by implementing the strategy's team vision, migration of ETL flows from Alteryx to Dataiku, creation of workflows in Alteryx and Dataiku for analysis and ad hoc reports, Power BI dashboards, contact point (as superuser) for software development proposals and solutions for the department, among others.

Data Visualization and Analysis at HP
- Created a database instance on SSMS to store the collected data from ticketing system tools (CDAX and Service Now)
- CDAX (Microsoft ticketing tool) support project. Focal for data cleanup process, data collection and dashboard creation through Power BI. The graphic insights are used for performance tracking, general knowledge, recurrent incidents recognition and justification for overall operation.

Security Solution Firmware upgrade project (python) at HP
- Created a code on Python to automate the way security solution´s firmware was sent to the printers through the CMD. This reduced significantly the amount of manual effort in a time-consuming task.

Web jetadmin automated script generation (python) at HP
- Created a code on Python to automate the way of generating the script for automatic group creation on web jetadmin. (Approximately 96% less time)

FME academy (content/trainer) at HP
- Worked on content development for the compendium of courses used in the training of new fleet management engineers. This project was proposed in response to the lack of knowledge standardization across the team and lack of training available for the onboarding process of new members.

Data mining at Amazon
- Quality assurance analysis of negative feedback from customers. Calls were analyzed, data was tracked, and feedback was provided to team members looking to improve the overall team performance.

LANGUAGES

English- Level: B2+ BELT English, Idioma Internacional, February 2019
Full Professional Proficiency

Spanish
Native or Bilingual Proficiency