

# 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 Suggestion 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*