



Isabel Carrascal

SYSTEMS ENGINEER

I am deeply passionate about data analysis and visualization, I have skills in technologies such as Python, SQL, and Tableau to proficiently collect, analyze, and present data from diverse sources. My expertise in process improvement and KPI management has empowered me to guide teams towards achieving substantial enhancements in company performance. As a results-driven team player, I have consistently demonstrated a strong track record of using data-driven insights to improve decision making.

CONTACT

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HARD SKILLS

- ✓ Excel
- ✓ Python
- ✓ Numpy
- ✓ Pandas
- ✓ scikit learn
- ✓ Tableau
- ✓ Looker Studio
- ✓ PowerBI
- ✓ Zappier
- ✓ Apps Script

LANGUAGES

Spanish - Native
English - Advanced

ACADEMICAL BACKGROUND

Universidad de Los Andes
Systems & Computing Engineering
Expected Graduation: 2025

PROFESSIONAL EXPERIENCE

Reporting Data Analyst | Teleperformance

March 2024- Present

- Responsible for the reporting cycle of a financial account
- Creation, modification, update, and optimization of reports in PowerBI
- Conduct analysis and deliver actionable insights for operational improvements
- Design and maintain tables and data relationships
- Manage data using SQL databases
- **Tools:** Excel, SQL Sever, PowerBI, DAX

Talent Analyst | Prometeo Talent

October 2021- March 2024

- Candidate sourcing from different platforms(Web Scrapping, Queries, LinkedIn)
- Design and development of email campaigns
- Headhunting strategies
- Candidate interview and follow-up
- Creating visual reports for process funnel
- **Tools:** Google Sheets, Slack, Data Miner, LinkedIn

Customer Experience | Teleperformance

Dec 2019 - Septiembre 2021

- Managed incoming inquiries via telephone, supplying financial information.
- Conducted debt collection through cold-calling efforts. Attended weekly meetings to analyze data and enhance processes.
- Accomplished monthly key performance indicators (KPIs). Utilized tools such as Google Sheets to track progress.

Tools: Google Sheets, CRM

CERTIFICATIONS

IBM | What is Data Science?

IBM | Python for Data Science, AI & Development

LearnQuest | Introduction to Scrum Master Training

LearnQuest | Combining Scrum with Other Agile Methodologies

Duke University | DeFi Infrastructure

DS4A / COLOMBIA | Fundamentos de Analítica de Datos

GGL | Cátedra de liderazgo STEAM

VOLUNTEER EXPERIENCE

AIESEC in Colombia

Finance and Legality Manager

Feb 2022- Feb 2023

- "Planned and executed budget strategies, and tracked progress to achieve monthly sales goals.
- Monitored operational areas for performance and regularly conducted biweekly financial analysis and reporting.
- Led the monthly legal auditing process and managed a team of 5 individuals.
- Oversaw cash flow movements and used tools such as Google Sheets, Citrix Podio, Asana, and GCP to aid in decision-making and team coordination."

Finance Team Lead

Aug 2021 - Feb 2022

- Biweekly income/expenses report to the executive board
- Managed a 3 people team provided trainings, support, task management

Tools: *Google Sheets, Citrix Podio, Asana*

Outgoing Exchanges Team Lead

Feb 2021 - Aug 2021

- Extracting and contacting leads through calls and chats
- B2C sales meeting
- Bottlenecks reviewing

Tools: *Google Sheets, Citrix Podio, Asana*

Sustainability Team Member

Aug 2020 - Feb 2021

- Designing and executing fundraising strategies
- Follow up on semester budget

Tools: *Google Sheets, Citrix Podio, Asana*

External Relations Specialist

Feb 2020 - Aug 2020

- Responsible for contacting social foundations, and NGOs, and providing follow-up on different processes.

Tools: *Google Sheets, Podio,*

Customer Experience Specialist

Aug 2019- Feb 2020

- Provided onboarding to international volunteers
- Reviewing legal documents for auditing

Tools: *Google Sheets, Podio,*