

# MIGUEL ANGEL BENAVIDES BENAVIDES

Lima, Peru ■ [migbenav20@gmail.com](mailto:migbenav20@gmail.com) ■ [linkedin.com/in/miguel-angel-benavides](https://www.linkedin.com/in/miguel-angel-benavides)

## BUSINESS DATA ANALYST

### Data Analysis, Interpretation, and Visualization

Business Data Analyst with extensive experience transforming complex data into actionable insights that drive strategic initiatives and operational excellence. Skilled in leveraging advanced tools like SQL, Power BI, and Excel to modernize processes, enhance decision-making, and improve stakeholder engagement. Proven track record in identifying opportunities, optimizing resource allocation, and reducing report generation time, delivering measurable financial and operational benefits. Adept at collaborating with cross-functional teams and senior leadership to address complex business challenges, streamline operations, and support data-driven solutions that amplify organizational value.

### KEY EXPERTISE

- |                                 |                               |                                  |
|---------------------------------|-------------------------------|----------------------------------|
| ■ Data Collection & Modeling    | ■ KPI/Metrics                 | ■ Project Management             |
| ■ Data Analysis & Visualization | ■ Process Improvement         | ■ Complex Problem Solving        |
| ■ Data Wrangling                | ■ Business Intelligence       | ■ Statistical Analysis           |
| ■ Programming and Scripting     | ■ Stakeholder Collaboration   | ■ Cross-functional Collaboration |
| ■ Ad-hoc Reporting              | ■ Data-Driven Decision Making | ■ Effective communication        |

### PROFESSIONAL EXPERIENCE

#### BUSINESS DATA ANALYST - Americas Services and Software, Cisco Systems | 06/2021 – 09/2024

- **Increased stakeholder engagement by 30%** through leading data visualization efforts, implementing advanced dashboards that enhanced decision-making processes.
- **Enhanced the reliability of reports by 20% and boosted confidence in decision-making** by improving data accuracy, achieved through identifying and resolving data discrepancies across multiple sources.
- **Achieved a 50% reduction in quarterly report generation time**, facilitating faster responses to business demands and providing accurate, real-time insights.
- **Optimized resource allocation, leading to a 15% improvement in coverage** through comprehensive analysis of customer and employee data.
- **Supported major initiatives, including the Sales Excellence Metric project**, by providing in-depth analysis on key metrics that influenced strategic decision-making.
- **Delivered ad-hoc reports to senior leadership** within 24 hours to support strategic decision-making during high-priority initiatives.

#### DATA ANALYST - COE Americas, Cisco Systems | 11/2020 – 05/2021

- **Contributed to a 12% increase in deal closure rates** by providing data-driven insights to the sales team for quoting and proposals.
- **Improved report accuracy by 15%** through data validation and visualization, ensuring quality and clarity in data analysis with advanced visualization techniques.
- **Maintained dashboards** by managing data across multiple tools to keep dashboards updated, ensuring timely, actionable insights for stakeholders.
- **Collaborated with the sales team** to align on realistic opportunities, reducing the submission of unattainable targets by 25% and fostering greater trust with executive stakeholders.
- **Streamlined contract and quote preparation**, reducing process time from one week to 4 hours by implementing advanced Excel and Access macros.
- **Enhanced forecasting and decision-making** by delivering detailed quarterly reports to directors, identifying opportunities to increase revenue from unsupported products.

## DEAL MANAGEMENT ANALYST - Americas, Adecco (Cisco Systems) | 02/2017 – 10/2020

- Optimized sales operations, improving sales cycle efficiency by 25% through the reduction of operational complexities for the sales team.
- Designed reports to monitor discounting and margin trends, helping to maintain competitive pricing strategies.
- Enhanced deal management efficiency by 18% by leading operational improvement projects that streamlined processes.
- Served as a liaison between sales and support departments, proactively resolving financial and operational bottlenecks, improving turnaround time for issue resolution by 30%.
- Managed high-volume operations, supporting over 100 deals per month and coordinating with support, logistics, and collections teams.

### Prior work experience:

#### Install Base Lifecycle Services Team Leader - LATAM, Adecco (Cisco Systems).

- Led a team of six analysts, overseeing workload distribution across 30+ countries in Latin America and achieving measurable performance improvements through process optimization.
- Developed personalized reporting tools for partners and distributors, improving accuracy and customer satisfaction.

#### Renewal Specialist - LATAM, Adecco (Cisco Systems).

- Strengthened collaboration with sales teams through one-on-one sessions, providing actionable insights on inventory, contract renewals, and pricing strategies.

## EDUCATION & PROFESSIONAL DEVELOPMENT

Bachelor in Statistics and Computer Science, Universidad Nacional Agraria La Molina (UNALM).

### Courses and Certifications:

Scrum Fundamentals | 2024

Google Analytics | 2024

High-Advanced Business (Level B16) ILAC | 2022

Proficiency (Level 16) ILAC | 2022

## TECHNICAL SKILLS

**Programming & Development:** Coding, Visual Basic for Applications (VBA), Python, R.

**Database Management:** Databases, SQL, Object Relational Mapping, Data Modeling.

**Data Analytics & Visualization:** Analytics, Data Mining, Data Visualization, Power BI, Tableau, Google Analytics.

**Business Intelligence & CRM:** Business Objects, Salesforce.

**Office Productivity:** Microsoft Office, Smartsheet, SharePoint, Google Suite.

**Project Management & Productivity:** Miro, Trello, Jira

**Portfolio:** <https://github.com/migbenav>

## LANGUAGES

Spanish: Native.

English: Advanced.