

# Marcela Martínez Galván

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## Professional Summary

**Business Analyst / Data Scientist & Technical Support Engineer** with over 12 years of experience **across Financial, Telecommunications, and Consultancy sectors, specializing in software development projects for multinational companies.** Expertise in process development, optimization, and continuous improvement with a strong focus on customer service. Highly skilled in data analysis to drive decision-making processes, with solid experience in analytical problem-solving, strategic decision-making, and planning. **Proven ability to coordinate and align activities between functional and development teams to achieve project objectives.**

- Committed and Proactive Person.
- Functional and Technical Support Experience for banking area.
- Proven ability to identify, analyze and solve problems.
- Multi task skills.
- Attitude and solid character to make decisions.
- Reliable and professional person willing to learn
- Hands on experience in SQL queries.
- Self-Motivated with good team attitude, detail-oriented, organized and take keen interest in problem-solving and trouble-shooting challenges.
- Experience in Agile methodologies and Scrum framework..
- Excellent communication and interpersonal skills.

## Technical Skills:

Languages	Python, SQL, XML,HTML,
Scripting Languages	Python
Web Technologies	API Rest, Protocolos web, Base de datos MYSQL, Protocolos de seguridad Web, Protocolos y Seguridad Web, Http,Https,OAuth.,Web Server Apache.
Version Controls	Github
Database	SQL Server 2014/2012, MySQL, SQLite, DB2, AWS RDS, aws redshift
Reporting Tools	Tableau2024,Excel, Looker
Python Libraries	Numpy, Pandas, Matplotlib
Development Environments (IDE)	Visual Studio, Eclipse, PyCharm
Scripting and Test Automation Tools	Selenium, TestNG, Postman, Maven framework

BI and Reporting Tools	Tableau, Excel, Visio, Google Site, Acrobat PDF, Info View application
Project Management and Collaboration	Jira Application, Confluence, Microsoft Teams, Google Drive, WebEx application, SharePoint 2008, Redmine, Outlook, Sametime, Google Collaboration, RTC Backlog, RMS Monitor Portal
Frameworks and Work Methodologies	Scrum Framework, Agile methodology, ITIL
Cloud Environments and Servers	AWS (EC2, S3, Route53, IAM, RDS, DB), XAMPP, Tomcat, Apache, Websphere, Cisco Tidal Enterprise
Meeting and Communication Applications	Zoom, WebEx, Microsoft Teams, Sametime, Communicator
Scientific and Coding Development Tools	Jupyter Notebook, Anaconda, System I Navigator
Operating Systems	Windows (8, 7, Vista, XP, 2000, and older versions), Unix, Solaris OS, Kubuntu, Ubuntu, AIX
Middleware and Monitoring Technologies	MQ Monitor, Tidal Application, AS400 IBM, MQ Monitor, Leela Application
Other Infrastructure Management Tools	PACS 10.1 Server, RIS V11 Server, System I Navigator, VBM, Solaris OS
Migration and Document Management Tools	IDM Migration Platform, SharePoint 2008, Acrobat PDF
Miscellaneous	Sales Connect, XML, I System Navigator, Jeniux Application, VBM

## Professional Experience

### Currently

Engaged in freelance work, including translation services, development of training materials, and design of marketing content for credit solutions. Technologies and tools utilized include Anaconda, Jupyter Notebook, Google Colab, Tableau (2024 version), and Python libraries.

**Persistent Systems Company** Date: November 2021-June-2022 **Senior Technical Business Analyst**

#### Responsibilities:

- Cleaning data for the ETL process by analyzing and updating structured and unstructured data files for system ingestion.
  - Gathering and analyzing Jira metrics for decision-making regarding workload distribution.
- Defining business requirements and tracking them in Jira and Confluence.
- Creating and managing the Jira product backlog.
- Prioritizing the product backlog.
- Reviewing and approving prototypes

**Wipro Company** ,Date: May-2020 November 2020, **Web Author/Business Analyst**

#### Responsibilities:

- Extracting and analyzing data related to workload distribution using ODBC connections and SQLite to inform decision-making.
- Validating quality content for Intel pages.
- Gathering marketing requirements.
- Designing marketing web content using the AEM tool.

**Itexico Company** Date: May 2019 -May 2020 **Senior Business Analyst**

#### Responsibilities:

- Acting as a communication channel within the project, sharing and analyzing information to identify root problems and provide solutions.
- Collaborating during UAT testing using HP Quality Center.
  - Gathering and eliciting requirements during remote discovery sessions.
  - Preparing functional and technical documentation for stakeholder presentations (Architecture Application Document, User Guide, and Technical Training).
  - Defining minimum acceptance criteria for user stories in the Jira application.
  - Creating and owning the product backlog in Jira and RTC.

**e-Quality Company** Date: September 2018-March 2019 **Business Analyst**

**Responsibilities:**

- Coordinating and supervising software deployments using the Jira application.
- Analyzing and refining requirements and the implementation process.
- Collaborating during UAT testing with HP Quality Center.
- Updating BRD's and SRS documents (Google Drive, Office, SharePoint).

**Global Fleet Management Company** Date: October 2016- September 2018

**Responsibilities:**

- Creating a Google Site to store technical processes, connection diagrams, and guidelines documentation: [Google Site Link](#).
- Collecting information for troubleshooting related to issues or incidents found in the production environment, and documenting issue details and logs for the development team.
- Analyzing and updating various linked processes, such as sales, billing, maintenance, development, and GPS installations, to identify new product or service requirements; gathering functional and non-functional requirements.
- Defining scope statements to recognize the gap between problem and goal states.
- Acting as a communication channel among all stakeholders (installers, providers, sellers, product owner, technical support, testing, and development team).
- Coordinating field and developer activities.

**Carestream , Soluciones Medicas** Date: June 2015 - Sep 2016 **HCIS Technical Support Engineer.**

**Responsibilities:**

- HCIS Support.
- Analyzing QA process in order to provide alternatives to improve it.
- RMS monitor
- Notifying critical server alerts, solve it and/or propose some solution to implement.
- Elaborate Monthly Report Documents and deliver it to VIP LAR Hospitals.

**Dedamex, Dedagroup company**, Date: February 2014-November 2014, **Technical support L2 , L3 and business analyst**

Summary: Technical support L2 , L3 and business analyst for Dedamex, Dedagroup. A Mexican Italian PYME Company, which Mission and vision is to provide financial and banking services to small communities from México.

**Responsibilities:**

- Technical support L2, dispatching tickets for Functional, developers and testers, through red mine application.

- Supervising and documenting requested changes made by Functional (from Durango, Mexico) team and developers team (from Italy) thru redmine application.
- Providing functional instructions for each module to be recreated for Italy development team in order to find the error showed in the front end.
- Managing SQL queries for information extraction and reports creation.
- Recreating issues found in the AS 400 IBM system where is contained the banking system information and modules that form the whole system.
- Reviewing, Documenting and updating old Italian dictionaries from each area (modules as Accounting, Deposit, Transactions, Bank, Money Laundry, Credit, Physical and moral entity areas). The same in order to provide clearer information about how the entities were connected and how these make the system to works(for clients documentation).
- Comparing files generated after ETL and coordinate meeting with Italia team in order to provide the approval for Data warehouse use.
- Providing training from Jeniux tool ( a front end application feeded and communicated with the db contained in AS400 IBM system).
- Providing AS400 and functional training for new team member.

### **IDS company ,Date,January 2013- September 2013 Business Analyst**

Summary: Technical Support L2 connection tool migration position and Servers status control , Support for the American multinational technology and consulting corporation IBM American in a project from connection tool migration and users Guide.

#### **Responsibilities:**

- Controlling processes requests (according the dispatcher process priority).
- Creating RFCs.
- SQL scripting creation for data manipulation.
- Coordinating communication and handling meetings
- Scheduling jobs by using Cisco Tidal enterprise tool according Jobs, Jobs stream, dependencies, and users.
- Finding, documenting and notifying issues found in XML files.

#### **Technology and Tools used:**

AIX, Cisco Tidal enterprise. Client applications.

### **Morgan Stanley Account TATA Consultancy and services Company ,Date:February 2012-December 2012,Technical Support L2 and Business Analyst**

Summary: Technical Support L2 and Business Analyst production position for banking and investment area for the American multinational financial services corporation Morgan Stanley Account.

#### **Responsibilities:**

- Supporting Customer applications for transactions and process control.
- Verification, analysis from transaction code through MQ monitor Application.
- Dispatching tickets for L1,L2 and L3 production support
- Controlling servers status with Leela and putty application.
- Contacting traders and developers from Unit kingdom and New York in order to determine and applying required draft or flow in the transactions according the market situation.
- Creating documentation for future team members queries and possible options to solve the same in a wiki site.

- Helping new members to understand the customer applications.
- Manipulating intelligent reports with using application in order to compare financial information.

**General Electric Account TATA Consultancy and services company** Date: January 2011 – January 2012,  
**Business Analyst/Tester.**

Summary: Tester and Technical support L1 position for the American multinational conglomerate corporation GE which provided me the opportunity for utilization my analytics skills in Mexico account .

**Responsibilities:**

- Supporting Testing and development team.
- Documenting Issues found by developers and notifying the same on meetings
- Handling meetings between development and testing team
- Notifying results found after Manual Test from website.
- Creating use cases

**Academic References**

**Internship in Electronic Engineering**

Instituto Tecnológico de Durango (ITD), 2010  
 Specialization in Automation Processes and Digital Systems

**Professional Practices**

Grupo Garza Limón - Provided digital services through optical fiber, 2009

**Social Service**

Postgraduate Department, Electronic Engineering, Instituto Tecnológico de Durango, 2009

**Languages**

- English: 90%
- Italian: 45%
- German: 50%
- Spanish: Mother tongue

**Certifications**

- Data Science certification.
- Machine Learning with Python certification.
- Scrum Master Certification.

**Additional Information**

Some gaps during and after the COVID phase are due to project cancellations, strategic decision-making, and role relocations.