

NOEL AMADOR LUNA

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Self-driven and attentive professional with 3+ years of experience in technical client-facing projects. Highly motivated and skilled in building relationships with partners, internal teams, and vendors to achieve desired business outcomes.

CAREER PROJECT HIGHLIGHTS

Wells Fargo (Client Technical Analyst, Experian) Technical lead for the Wells Fargo project where I tested and provided feedback to custom API workflows for WF Program Manager. Collaborated with Experian Sales Director, Program Manager, and Sales Engineer to initiate a partnership with Wells Fargo, bringing in 30M over three years.

Discover Financial Services (Technical Solutions Intern, Experian) Worked alongside DFS Product Owner to launch new products. Provided test data, tested APIs, and worked with an internal Project Manager to estimate a launch date for new products. There are about 700K members using services and products I implement.

Truebill (Client Technical Analyst, Experian) Drafted strategy plans to choose the APIs for Truebill's project. Developed custom monitoring services to keep track and analyze API workflows for Truebill's 800K subscribers.

WORK EXPERIENCE

External Strategy Consultant | NTB Survey LTD Darwen, England June 2022 – Current

- Identified and analyzed problems within the organization to develop solutions that are appropriate for the situation
- Consulted with client regarding business operations, organizational culture, leadership, and other aspects of their business that may need improvement
- Developed long-term growth strategies for NTB Survey including identifying potential opportunities and risks involved in each strategy

Client Technical Analyst | Experian Austin, TX February 2020 – September 2021

- Performed requirements gathering through communication with client and internal teams to build comprehensive implementation solutions for 10+ clients
- Interfaced with product and tech support teams to ensure the smooth deployment of new features and fixes through QA testing and analysis, 100% success of new features deployed.
- Worked with Sales Directors and Client Success Directors to bring in 35M in new or renewed contracts.

Technical Solutions Intern | Experian Austin, TX August 2019 – November 2019

- Shadowed Senior Client Technical Analysts through client calls (documented and monitored requirements needed to institute proposed updates in relation to customer experience, and provided detailed specifications for proposed solutions including time and scope involved)
- Worked alongside internal team to provide test data and QA testing for clients
- Proactively documented new client workflows

Project Coordinator Intern | Experian Austin, TX May 2019 – August 2019

- Coordinated technical skill trainings for project managers
- Met with project team members to identify and resolve issues
- Worked alongside Senior Project Managers to define project scope, goals, and deliverables
- Met with clients to take detailed ordering briefs and clarify specific requirements for each project

Field Laborer | Brownfield, TX Seasonal June – August: 2012-2015

- Provided company with fast-paced agriculture production through long shifts of manual labor to meet company's production deadlines
- Provided bilingual services for supervisor and supervised teams of 15 workers

SKILLS

Programming: Python, JavaScript (React), Swift

Databases: MySQL, MongoDB

Tools: Git

Languages

Spanish - Native Speaker

English - Full Professional Proficiency

French - Intermediate Mid

AWARDS

- St. Edward's University College Assistance Migrant Program Scholarship recipient (2015-2019)
- Hatton Sumner Scholarship recipient (2016-2019)
- Johnson Turpin Scholarship recipient (2016-2019)

AFFILIATIONS & VOLUNTEER

- Experian Toastmasters (2020-2021)
- Experian Juntos ERG (2020-2021)
- Alpha Mu Gamma [Language Honor Society] (2019)
- College Forward member (2013-2019)
- Junior Achievements (2020-2021)
- Austin Animal Center (2016-2019)
- College Forward Mentor (2018)

EDUCATION & TRAINING

The University of Manchester | Manchester, England

September 2021 - Current

M.S. Business Analysis and Strategic Management

The University of Texas at Austin | Austin, TX

April 2021

Data Analysis and Visualization Bootcamp at Texas McCombs

St. Edward's University | Austin, TX

December 2019

B.S. Computer Science & Minor in French

Université Catholique de l'Ouest | Anger, France

July 2017

French language program

Trainings

Data Visualization Tableau Training, 2019