

# BRIAN M. D'LA ROSE PIMENTEL

IT Systems Analyst • Data & Software Development Specialist

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## PROFESSIONAL SUMMARY

Technology specialist with 4+ years of experience combining IT support, software development, and data analysis. Skilled in creating reporting tools, automating business processes, and building small-to-medium web applications. Possesses working knowledge of full-stack development principles, database management, and business intelligence tools. Recognized for strong analytical thinking, adaptability, and the ability to bridge the gap between technical and financial teams in hybrid work environments.

## PROFESSIONAL EXPERIENCE

### Service Desk Analyst I - IT Support Specialist

2025 - Present

Wright Service Corp • West Des Moines, IA

- Provide bilingual IT support (English & Spanish) for 200+ employees, resolving incidents and requests through JIRA Service Management.
- Administer and support Microsoft 365 ecosystem, including Entra ID, Intune, Teams, Outlook, SharePoint, and OneDrive.
- Manage user accounts, permissions, and security groups within Active Directory, ensuring compliance and access control.
- Assist with remote troubleshooting via RDP and remote desktop tools, providing end-user support across hybrid and on-site teams.
- Maintain documentation, system reports, and automation scripts for IT operations, enhancing workflow efficiency and response time.
- Support executive and cross-departmental teams in hardware/software setup, Excel-based reporting, and performance tracking.
- Deliver excellent bilingual customer service via email, chat, and calls, ensuring clear communication and user satisfaction.

### Freelance Software Developer & Data Consultant

2015 - Present

Independent Consultant • Des Moines, IA

- Develop custom web tools and dashboards using PHP, JavaScript, and SQL for small businesses
- Automate reporting and analytics processes with Python, Power BI, and Excel
- Design and maintain relational databases for financial and operational data
- Integrate APIs and automate workflows for better data synchronization across systems
- Apply full-stack development concepts on projects involving frontend interfaces and backend logic

### Optical Fiber Technician - Low Voltage Tech III

2021 - 2025

Metronet • Des Moines, IA

- Performed installation, disconnection, and service changes for residential and business customers, providing high-speed internet, phone, and TV services
- Troubleshoot and repaired connections from the fiber terminal or ONT to customer equipment (TVs, modems, routers, and wireless devices)
- Installed and configured MetroNet services from terminal to CPE while ensuring signal quality and customer satisfaction
- Educated customers on product use, features, and troubleshooting techniques while maintaining a professional demeanor
- Consistently met key performance metrics, maintained accurate documentation, and ensured compliance with safety procedures
- Operated and maintained company vehicle and tools safely while performing on-call rotations and occasional overtime duties

### Sales & Financial Analyst - Data & Reporting Specialist

2017 - 2021

Mayol & Co. SRL • Dominican Republic

- Developed and implemented a custom SaaS sales analytics platform to monitor monthly KPIs and regional performance trends.
- Designed and deployed internal applications including a digital product catalog and a point-of-sale (POS) system, improving data visibility and sales speed.
- Built automated financial and sales reports using SQL, VBA, and Excel Macros, reducing manual processing time by 70%.
- Created Power BI dashboards integrating multi-departmental data (sales, receivables, dispatch, and inventory) for real-time performance insights.
- Collaborated closely with Accounts Receivable, Dispatch, Inventory, and Sales departments to align reporting processes and ensure data accuracy.
- Supported the Sales Manager directly as an assistant, preparing financial summaries, forecasts, and performance reports for leadership meetings.
- Advanced proficiency in Excel, macros, and automation tools to optimize workflows and improve reporting consistency.

TECHNICAL SKILLS

Programming & Scripting

JavaScript, TypeScript (basic), Python, PHP, SQL, HTML/CSS, VBA, Git, Automation scripts, Data transformation

Data Analysis & Business Intelligence

Power BI, Advanced Excel (PivotTables, Macros, VBA), ETL pipelines, KPI dashboards, Financial data modeling, Forecasting, Variance analysis

Infrastructure & IT Support

Microsoft 365, Entra ID, Intune, Active Directory, Remote Desktop (RDP), Network troubleshooting, Ticketing systems (JIRA, ServiceNow), System documentation

Development & Project Practices

Version control (Git), Agile methodologies, Change management, Testing fundamentals, Project lifecycle support (Design, Build, Implementation, Stabilization)

Web & Application Development

Frontend interfaces, backend scripting (PHP/Node.js), REST API integration, workflow automation, reporting systems, dashboard development

Database & Systems

MySQL, SQL Server, Query optimization, Database normalization, Structured data mapping between systems, Data imports/exports, BEI uploads

Collaboration & Communication

Cross-department coordination, Stakeholder communication, Bilingual (English/Spanish) support, Technical documentation, User training, Process improvement initiatives

KEY PROJECTS & ACHIEVEMENTS

Automated Financial Dashboard2024

- Created automated Power BI dashboards integrating sales and accounting data
- Reduced reporting time by 40% through data transformation scripts and query optimization

Internal Web Tools for Operations2023

- Developed small-scale web applications for inventory tracking and client management
- Integrated MySQL and PHP backends for dynamic data access and reporting

Data Process Automation2022

- Automated repetitive Excel and SQL data tasks using Python and VBA
- Improved team efficiency and reduced manual entry errors

EDUCATION & CERTIFICATIONS

Bachelor's in System Engineering

Dominican University O&M  
2016 - 2022

Sales Analysis & Big Data

Distribuidora Chavon, 2019

Optical Fiber Technology

Metronet University, 2023

Electrical Technician Jr.

Aprende Institute, 2024

CORE STRENGTHS & PROFESSIONAL QUALITIES

- Team-Oriented:** Collaborative mindset with experience working across departments and field teams.
- Proactive & Self-Motivated:** Always looking for ways to improve systems, workflows, and efficiency.
- Initiative:** Takes ownership of challenges, identifying root causes and proposing actionable solutions.
- Adaptable:** Thrives in fast-paced environments, comfortable with both office and field operations.
- Continuous Improvement:** Focused on learning, modern tools, and innovative problem-solving.
- Strong Communication:** Effective in explaining technical concepts to non-technical users and clients.
- Results-Driven:** Consistently meets goals and exceeds expectations through dedication and teamwork.

LANGUAGES & BUSINESS COMPETENCIES

Spanish: Native

English: Fluent

French: Basic

Technical Competencies

- IT Systems Analysis & Support
- Web Application Development (Intermediate)
- Business Intelligence & Reporting
- Database Management & Automation

Professional Skills

- Analytical Problem Solving
- Cross-Functional Collaboration
- Customer Service Excellence
- Process Improvement