PAULA MUNOZ

Product Analyst | Data Scientist | BI Engineer

CONTACT

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(978) 387-0573 📞

Methuen, MA 📍

[Tableau Public Portafolio](#) 🌐

[LinkedIn](#) 💼

[Github](#) ⚙

EDUCATION

M.S.
Telecommunications Systems Management
Northeastern University
Jan - 2016
Boston, MA

B.S.
Information Technology
University of Massachusetts
May - 2012
Lowell, MA

SKILLS

R, Python, SQL, AWS (S3, EC2)
Command Line, Markdown, Git
ETL (Tableau Prep Builder, Alteryx)
Data Warehouse (Snowflake)
Data Visualization, Story Telling (Tableau)
Data Wrangling, EDA

CERTIFICATIONS

DS4B 101-R: Business Analysis with R
Business Science University | Aug 2019

Data Analysis for Enterprise
Udacity Nanodegree | March 2018

Data Analytics Bootcamp | Level from
Northeastern University | Feb 2017

AWARDS

ChartChamp 2nd place Viz Winner   Sep 2019
Tableau Public Featured Author   Q2 2018
Tableau Public "Viz of the Day"   Dec 5 2017

CORE COMPETENCIES

Data Professional with 5 years of experience applying data and business analytics techniques to support decision-making and process improvement.

Life-long lerner, passionate about data visualization and obtaining insights from data to drive customer satisfaction and company growth.

U.S. Citizen.

WORK EXPERIENCE

Product Analyst | Data Scientist | BI Enginner

NetNumber
January 2018 - current / Lowell, MA

- Responsible for providing time sensitive analysis and implementing intuitive dashboards and ad-hoc reports to support the day-to-day decision-making needs regarding NetNumber's Global Data Services. Reporting to the VP of Operations and COO.
- Assisted building out the data and reporting infrastructure from the ground up using AWS, Snowflake and Tableau to provide real-time insights about Global Data Services, business KPIs and usage reports for Billing and Invoicing.
- Built and automated operational reporting using Snowflake and Tableau to identify supplier mapping errors allowing to improve the quality of service and reduce the ERROR rate from 20% to 8%.
- Built ETL workflow with Snowflake, Tableau Prep Builder and Tableau Dashboards to automate Supplier / Country tests resulting is saving 2 Hours per test. The workflow consists in identifying statistically significant sample size, retrieving sample numbers and analyzing test results.
- Increased customer loyalty and product's profitability by proposing changes and migrating traffic to different suppliers after analyzing customer's traffic behavior, supplier costs and quality of service.
- Hired, trained and led two Junior Data Analysts.

Data Integration Engineer

NetNumber
April 2017 - Dec 2017 / Lowell, MA

- Partnered directly with the executive team as the first data hire to formulate and report on Global Data Services KPIs using Tableau.
- Designed Profit margin analysis Dashboard to identify savings opportunities, high risk customers, and assess new pricing.
- Implemented dashboard to detect anomalies in supplier's invoices, resulting in 10% decrease in monthly costs.
- Collaborated with finance, engineering and Operations team to resolve customer disputes and trouble tickets by analyzing millions of transactional detail records.