



# Santiago Bustos Pianda

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*Industrial Engineer (**Analytics Emphasis**) with **2 years of experience** in project management, analytics, data science, process optimization and automation. I have led projects for companies such as **Bancolombia, Infondo and Unión Seguros**, achieving significant improvements in efficiency and resource usage. At Bancolombia I developed everything from a nationwide travel-expense control tool to the automation of 14 processes for the capital markets credit-risk area, generating substantial savings. At Infondo and Unión Seguros I developed **Big Data, machine-learning and data-visualization** projects, ranging from simple tasks in **Python, SQL and Excel** to advanced implementations on platforms such as **Azure and Databricks**, and managing **data bases and products**. I am pursuing a **Master's in Analytics, Data Science & Artificial Intelligence** (research track), **on scholarship at the National University of Colombia**. I possess skills in advanced programming, data management and continuous improvement. I am flexible and willing to learn any necessary technology, committed to delivering innovative, impactful solutions.*

## PROFESSIONAL EXPERIENCE

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### Infondo Insurance Agency (Remote)

Medellín, Colombia

Technology Consultant, Process Automation

June 2024 – July 2025

- Optimized the generation of communications to policyholders through automations, reducing lead times by 97% and improving internal and external communication accuracy.
- Designed and implemented Big Data pipelines for massive document ingestion, review and validation under high operational load, achieving a 98% reduction in processing times.
- Updated and integrated new features in the corporate website using PHP, JavaScript and HTML, enhancing user experience and adapting to business needs.
- Implemented Airflow orchestration solutions and defined data products (tables, views and APIs), strengthening data quality, traceability and availability for the business.

### Unión Seguros Agency

Medellín, Colombia

Technology Consultant

June 2024 – May 2025

- Automated the review, comparison and validation of insurance-policy reports in Python, reducing execution times and improving data accuracy by 98%.
- Developed and automated a new-client data management system using Python, SQL and web forms, optimizing organization, cloud backup and delivery of critical information, while generating visual reports with detailed data.

### Bancolombia

Medellín, Colombia

University Intern in the Credit Risk Area of Capital Markets

December 2023 – June 2024

- Led the automation of 14 key processes using Python and SQL, optimizing operational efficiency and reducing manual workload, which resulted in freeing up a job position. Additionally, I developed manuals to ensure standardization and quality in automated processes.
- I efficiently managed monthly reporting thanks to extensive knowledge in the financial area, including proper data handling, dashboards, and financial indicators.

- Strategically used data analysis to improve operational efficiency and customer satisfaction, conducting all activities in English.

## EDUCATION

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**NATIONAL UNIVERSITY OF COLOMBIA**  
Master's in Engineering - Analytics & Data Science (Research)

**Medellín, Colombia**  
January 2025 – Present

**UNIVERSITY OF ANTIOQUIA**  
Bachelor's in Industrial Engineering (Analytics Emphasis)

**Medellín, Colombia**  
July 2018 – June 2024

## COURSES & CERTIFICATIONS (DATACAMP – COURSERA – UDEMY)

Big Data, PySpark, Databricks & Airflow  
Docker Best Practices  
Data Analysis with Power BI & Tableau  
LLM Engineering: AI, Large Language Models & Agents  
Decision Analytics for Business  
Data Analysis & Manipulation with Python  
Advanced SQL & Database Management  
Machine-Learning with Keras, Scikit-Learn & TensorFlow  
Git & Version Control  
API Consumption  
Advanced Automation Anywhere

**Virtual**  
January 2020 – Present

## CAMBRIDGE ACADEMY

Intensive English Course

**Pasto, Colombia**  
January 2017 – December 2017

## SKILLS

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- Languages & Querying: Python · SQL · R
- Big Data & Data Engineering: ETL/ELT · Data Lakes · Data Warehouses · PySpark · Hadoop · Databricks · Airflow
- Process Automation
- Visualization: Power BI · Tableau · Matplotlib · Seaborn
- Containers & Infrastructure: Docker · Kubernetes
- Cloud Platforms & Data Platforms
- Machine Learning & Deep Learning: Scikit-Learn · Keras/TensorFlow · PyTorch
- Orchestration & MLOps
- Web & Front-End: JavaScript · PHP · HTML · CSS · Node · React
- Project Management & Process Optimization
- Teamwork & Soft Skills
- Master's Thesis: Development of a Python framework for automatic normalization of heterogeneous data with AI, orchestrated with Apache Airflow and Docker containers.

## LANGUAGES

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- Native Spanish
- Advanced English (B2)