Giovanni Solano Porras

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WORK EXPERIENCE

Accenture – Data Visualization Engineer   09/2020 – 12/2021

- Answer client's business questions by dissecting their data, using measurement techniques, drafting KPIs, and building reports and dashboards.
- Build dashboard automation processes and pull together and deliver presentations based on your findings.
- Managing Data visualization Workload under Data visualization Lead/Senior Data visualization Engineer supervision.

AMAZON - Global Payroll Controllership Data Analyst   07/2020 – 09/2021

As a Data Analyst, I was in charge of cleaning, transforming, and modeling data to discover useful information for business decision-making. Over this position with following responsibilities:

- Develop Dashboards from the portfolio projects than measure the programs in Power BI using web-service APIs.
- Able to create a database using ETL process with good understanding of data preparation by consolidating multiple sources with many tools for dataprocessing (API's).
- Strong interpersonal skills working cross-functionally and across geographies with stakeholders at all levels to support large-scaleprograms and initiatives with a customer-oriented mindset.
- Certified Project Practitioner (CPP) and a Team Kanban Practitioner (TKP), with experience working with Playbook.

Tojii Tech – Machine Learning Internship   12/2020 – 03/2021

- Provides actionable insights to decision-makers to influence strategy and performance using machine learning techniques.
- Analyzes complex business problems using data from internal and external sources.
- Experience with Data Analytics platforms/languages like Python, R, Power BI, Microsoft SSMS and Azure.
- Experience using predictive data models like regression, clustering, forecasting and time series analysis.

AMAZON - Internal Investigation Manager   12/2019 – 06/2020

Internship as a manager in Abuse Prevention department by protecting the profitability, brand and reputation of Amazon businesses exposed to customer abuse while in our continued effort to become the best team on site. Over this position with following responsibilities:

- Lead 15 investigators to meet and exceed service levels and maintain the performance and metrics of all team members.
- Take decisions based on data that are reasoned, documented, and involve collaborating with other internal stakeholder/teams as appropriate and required when making decisions that have wider impact.
- Deliver significant business impacts and/or contributions to the Company through improvement to quality, productivity, or customer experience.
- Exercise discretion in tactical and strategic decision making/problem solving and routinely reports to management chain as required.

AMAZON - Mandarin/Italian Language Invest – Abuse Prevention   11/2016 - 11/2019

As a Mandarin language Invest in Abuse Prevention department by protect the profitability, brand and reputation of Amazon businesses exposed to customer abuse while in our continued effort towards driving defects to zero. Over this position with following responsibilities:

- Ensure high quality decision by applying TRMS standard operational procedures (SOP).
- Achieve weekly productivity and quality standards for investigations.
- Using SPRO branch's resources and systems to curb and prevent Intellectual Property (IP) infringement within the context of a local team and a global one working towards the same goal.
- Able to identify Counterfeit, Copyright, Design and Trademark infringement.

EDUCATION
Languages
Spanish · English · Italian · Chinese (Mandarin)

National University of Costa Rica   **Heredia, CR**
BA, International Affairs, **2016**
Specialization in Trade Policy, **2017**
Related coursework: Statistics, Investigation and Computer Techniques, Micro and Macro Economics, Alternative Resolution of Conflicts, Social Responsibility, Finance and Prospective Analyst.

LEAD University   **Rhormoser, CR**
Candidate for engineering in Data Science, VII Period, **2022**
Related coursework: Programming, Data Structure, Data Mining, Math, Calculus, Databases,Multivariate analysis, advance data visualization.

中国政法大学 (CUPL)
 Major in Chinese language, **2013**   **Beijing,CH**

2021
• React, NodeJS, Express & MongoDB – MERN Full stack (JavaScript)
• Machine Learning A-Z™: Hands-On Python & R in Data Science
• SQL Masterclass: SQL for Data Analytics (MySQL, PostgreSQL)

2017
• Managing Projects with Microsoft Project
• Project Management
• Six Sigma and Lean: Quantitative Tools for Quality and Productivity (Green belt)
• Essential Statistics for Data Analysis Using Excel

COMPUTER SKILLS

• Cloud Computing understanding (Azure, AWS)
• Excel
• Basic/Intermediate SQL (Microsoft Server (SSMS), PostgreSQL)
• Microsoft Office
• JavaScript, JAVA, Python and R for Data Analysis
• Power BI and Tableau (intermediate)