

Jose Ventura

Data Analyst - Data Entry Specialist | radhames2106@gmail.com | 829-446-1993 | [JoseVentura_Portfolio](#)

Detail-oriented Data Analyst with 3 years of experience in interpreting and analyzing data to drive business solutions. Proficient in statistical analysis, data visualization, and data mining. Skilled in Excel, SQL, and PowerBI. Excellent communication and problem-solving skills. Seeking to leverage my analytical skills to contribute to the company success.

Work Experience

Support Services Group Sep 2022 – Jul 2024

Data Analyst / Real Time Analyst (Workforce)

- Responsible for monitoring and ensuring queue are up-to-date while helping with issues presented with productivity and adherence
- Responsible to maintain and retrieve personnel working hours of different departments
- Analyze the performance for the workforce/personnel through key metrics provided by the stakeholders

Swisher Dominican Inc Apr 2022 – Sep 2022

Data Analyst

- Responsible for ensuring and checking products, procedures and invoices are correct and aligned with the company policies, while maintain a daily shipping information database.
- Analyze the performance of design projects through key metrics, adjusting strategies based on data-driven insights.

EndivasIngenieria Jul 2021 – Apr 2022

Inventory Assistant

- Responsible for assistance, managing and reporting of inventory of construction projects, while maintaining a monthly budget report.

VoiceTeam Jan 2021 – Jul 2021

Customer Service Representative

- Responsible for providing services and assistance to a mobile company. Helping with accounts, sales, orders, technical, and billing issues; providing a positive user experience and ensuring that users feel comfortable and supported while using the services.

Synergies Corp Feb 2018 – Nov 2020

Customer Service Representative

- Responsible for providing services for dating sites, supporting users who have questions or issues with the site’s functionality, including helping them navigate the site, and troubleshoot technical problems. Assisting with subscription and payment issues, account verification, and profile moderation.

Education

Universidad Tecnologica de Santiago – Dominican Republic 2012 - 2016

Bachelor Degree in Modern Language

Skill

- **Hard Skills** : Excel, PowerBI, Tableau, SQL Server, MySQL, PostgreSQL, Microsoft Office
- **Soft Skills** : Strong advised, Coordinate skills, Capable of create new way to achieve result, creative and efficient with automate process

References

- **Michael Peña** : 809-773-7859 (Support Services Group)
- **Ermogenes Rodriguez** : 809-397-9084 (Swisher Dominicana)
- **Jose Luis Estevez** : 809-366-0889 (Synergies)