

RICARDO RUIZ

Data Analyst | Python, SQL & BI Tools | Data-Driven Decision Making
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PROFESSIONAL EXPERIENCE

LSEG – London Stock Exchange Group

Data Analyst (Factor Analyst)

August 2023 – Present

- Designed SQL stored procedures and scalar functions that enhanced data retrieval speed and minimized redundancy in internal reporting.
- Created Power BI dashboards and Excel pivot reports for stakeholder insights, leading to quicker decision-making in index builds.
- Ensured compliance and accuracy in historical data reviews through rigorous validation and documentation.
- Handled internal and external requests via Jira with a high rate of satisfaction, ensuring operational continuity and client support.
- Utilized SAP for record maintenance, supporting structured data workflows across projects.

AMAZON

Data Risk Management Coordinator

March 2021 – August 2023

- Identified and flagged fraudulent e-book activity across Spanish, Portuguese, and English content on the KDP platform, contributing to a 20% reduction in monthly violations.
- Consistently exceeded productivity targets by 14% with 0% defect rate for 12 consecutive months.
- Improved MySQL queries used in internal Master Trackers to ensure real-time data integrity.
- Managed customer data and interactions through Salesforce, maintaining rapid response standards.

Data Investigation Specialist I

August 2019 – March 2021

- Developed Excel macros that improved team decision accuracy by 90%.
- Led documentation efforts for new fraud patterns, enhancing SOPs and team onboarding.
- Managed large Excel datasets, performing data wrangling tasks to support investigative workflows.

Audible Customer Service Representative

April 2019 – August 2019

- Delivered tailored support for Concierge clients, achieving high customer satisfaction through personalized follow-ups and proactive resolutions.

SYKES (Capital One)

Customer Service Agent

September 2018 – March 2019

- Handled 50+ calls daily regarding banking products and services, maintaining a 95% customer satisfaction score.
- Recognized for efficiently resolving complex service issues and fostering customer loyalty.

SKILLS

Programming & Analysis: Python, Java, C++, C, BASH, DAX, VBA, Advanced Excel.

Data & BI Tools: Power BI, Tableau, Power Query, SAP, Salesforce, Excel Macros.

Database Systems: Microsoft T-SQL, MySQL, Oracle, SQL Server.

Development & Systems: Git, GNU/Linux, WSL2, Virtualization, PowerShell.

Statistical Tools: Statistics, Excel for Statistics, Numpy, Pandas, Matplotlib.

Languages: Spanish (native), English (C2), Portuguese (B1).

Soft Skills: Problem-solving, stakeholder communication, documentation, collaboration.

EDUCATION

Universidad Estatal a Distancia (UNED)

Bachelor's Degree in Computer Science – Expected Graduation: 2026

Relevant coursework: Data Structures, Algorithms, Statistics, Databases, Software Engineering

Universidad CENFOTEC

Professional Certificate in Business Analytics – July 2023

Topics covered: Advanced Excel, Statistics, T-SQL, Azure fundamentals, Python scripting for data analysis

CERTIFICATIONS

[Intermediate Python](#) - DataCamp (2025)

[Introduction to Python](#) - DataCamp (2025)

[Business Analytics Program](#) – CENFOTEC (2023)

[Programación con JavaScript](#) – CENFOTEC (2023)

[EF SET C2 Proficient English Certificate](#) – EFSET (2023)

[Scrum Fundamentals Certified](#) – ScrumStudy (2022)