

# ROLANDO NAVARRO

rolonavarro96@gmail.com

5820 Harper Park Dr unit 69, Austin, TX, 78735 / Phone: (512)-906-9202 /

LinkedIn: [www.linkedin.com/in/rolando-navarro-a454b5151/](https://www.linkedin.com/in/rolando-navarro-a454b5151/)

---

## SUMMARY

Currently seeking for a full-time position as a data analyst. My main task as a data analyst is to make Apple's internal software more accurate, faster and organized. I work with big data provided from a third party, and my job is to translate data correctly in order for Apple's software to be free from mistakes as a result, customers can enjoy their Apple experience.

## EXPERIENCE

**Data Analyst, Apple (Apex Systems contractor), Austin, TX**

September 2019 – Present

- Create reports for confidential unreleased projects that are based on data mining, analysis and visualization
- Work directly with management to improve processes, provide feedback and status updates
- Work indirectly with third party data providers to achieve maximum accuracy in apple internal software
- Enhance internal processes by working on individual projects and applied best judgment to make different practices smoother

**Associate Energy Consultant, Zoi Solar (Intern), Austin, TX**

June 2018 – August 2018

- Analyzed prospective solar customers and reviewed their financial information in order to determine their qualifications
- Implemented strategies to increase the company's customer portfolio for the company by creating customized models to achieve customer satisfaction
- Improved sales techniques and customer services skills by constantly talking with different people from different backgrounds
- Mentored and inspired new energy consultants by showing them different processes and answering any questions they had

**Cashier, Parking and Transportation Services (University of Texas), Austin, TX**

January 2018 – May 2019

- Responsible for answering over twenty daily phone calls whenever a customer had any problem
- Demonstrated my ability to work under pressure by solving different issues in a short amount of time
- Maintained order in all eleven garages around campus at rush hours by constantly communicating with management
- Promoted to leadership role based on excellent customer service skills

## EDUCATION

**The University of Texas at Austin**

January 2020 – Present

Data Analyst and Visualization Certificate

**The University of Texas at Austin**

August 2016 – May 2019

GPA: 3.30/4.00

B.A., Economics • Minor in Finance

- Related Courses: Statistics, Macroeconomics, Microeconomics, Money and Banking, Investment Management

## SKILLS

- Fluent in English and Spanish
- Advance in Microsoft Word, PowerPoint, Excel (including pivot tables)
- Familiar with STATA, Python, R

## ACHIEVEMENT & EXTRACURRICULAR

- University Honors Ampla cum laude Spring 2018
- Volunteer: Community events at St. John Neumann Catholic Church