

# SAMUEL GONZALEZ-RENTERIA

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## **HIGHLIGHTS:**

A special contractor and results-driven Automation and Data Solutions Specialist with a proven record of supporting mission-critical operations across federal agencies including the Federal Bureau of Investigation (FBI), Department of State (DOS), and Department of Justice (DOJ). Expert at managing internal systems, data ingestion pipelines, and complex technical workflows. Adept at bridging the gap between engineering teams and non-technical stakeholders by translating operational gaps into technical requirements and high-priority backlogs using Power Automate, SharePoint, Power BI, Office Scripts, and JavaScript/TypeScript.

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## **TECHNICAL SKILLS:**

- **Systems & Automation:** Power Automate (Advanced), Power Apps, SharePoint, Office Scripts, Salesforce CRM, Dataverse.
- **Languages & Data:** SQL (MySQL), Python (Automation & Scripting), TypeScript, JavaScript, JSON, HTML/CSS.
- **Analysis & Visualization:** Power BI, Excel (Advanced Macros/VBA/Pivot Tables), Adobe Illustrator, Corel Painter.
- **Core Competencies:** Backlog Prioritization, Data Ingestion & Transformation, Cross-functional Leadership, System Monitoring.
- **Languages:** Native Spanish (Fluent: Speak, Read, Write).

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## **PROFESSIONAL EXPERIENCE:**

### **QUALITY SUPPORT INC.**

#### **Economic Analyst - July 2024 – Present**

- Currently serves the DOS Consular Affairs Visa Office by compiling, analyzing, and forecasting global visa metrics to support data-driven decisions on workload, staffing, and resource allocation.
- Serve as the primary technical owner for global visa operation systems, monitoring ingestion pipelines for failures or data gaps to ensure 100% accuracy in forecasting and resource allocation.
- Directly offload Engineering tasks by developing custom Office Scripts (TypeScript) and Power Automate flows to automate data collection and validation, reducing manual reporting cycles.
- Design and implement scalable digital systems and "upsert" architectures to handle high-volume global metrics, enhancing the utility of Key Performance Indicators (KPIs).
- Manage a technical roadmap for data-driven forecasting models, prioritizing backlog features that improve the feasibility of global operational scenarios.
- Partner with DOS leadership to transform complex datasets into actionable insights, providing specialized advice on consular workload trends and management controls.

### **QUALITY SUPPORT INC.**

#### **Visa Analyst - August 2022 – July 2024**

- Coordinated clearances and conducted in-depth research on visa cases using government, commercial, and open-source databases to ensure system reliability.
- Acted as a liaison for inquiries from Congress, the White House, and foreign diplomatic missions, communicating technical security requirements and procedures.
- Supported CA/VO/SAC/CT (Consular Affairs/ Visa Office/Office of Screening, Analysis and Coordination/ Counter-Terrorism Division)
- Managed a regional portfolio of policy issues and assisted in the onboarding of new analysts to ensure technical proficiency in visa application procedures.

## **INTELLIBRIDGE**

### **Management and Program Analyst - March 2021 – August 2022**

- Terrorism & Special Jurisdiction Unit within the VSD, providing full service support to assigned Field Offices. By managing a high-volume backlog of active cases and generating weekly operational reports.
- Conducted rigorous validation and verification of case data within VNS and Sentinel software to ensure adherence to federal guidelines.
- Created professional technical graphics and visualizations using Adobe Illustrator for internal briefings and high-level presentations.

## **APPLE ONE | XTREME SOLUTIONS**

### **Fraud Associate II - October 2019 – February 2021**

- Engineered automated spreadsheets and data cleaning tools using concatenation functions and pivot tables to track case statistics and conduct analytical reviews.
- Supported as a Legal Affairs Liaison to obtain court records and process initial case paperwork, maintaining accuracy in internal law enforcement databases.
- Assists in processing passport applications referred by other passport agencies and performs telephone and written inquiries concerning pending applications. •Created spreadsheets by entering data from in-house databases, adjusting columns and rows, filtering panes, and grouping data.
- Created pivot tables and charts using worksheet data and external resources, modified pivot tables, sorted items and group data, and refreshed and formatted pivot tables
- Processes initial case paperwork, track case statistics, conduct analytical case reviews, and enters and maintains data in an in house database.

## **PERSPECTA RISK DECISION GROUP**

### **Background Investigator I - November 2018 – July 2019**

- Executed National Security and Public Trust interviews, translating Spanish-language interviews to English for federal investigative reports.
- Updated and maintained the Field Work System (FWS) and safeguarded classified PII/Secret-level data throughout the investigative lifecycle.

## **EDUCATION & CERTIFICATIONS**

**Software Development Professional Program Certificate | American University | 2022 - 2022**

**Bachelor of Liberal Arts in Criminal Justice (Minor: Spanish) | University of Nevada, Reno | 2014 - 2017**