Samuel Cruz's Resume

Samuel Cruz

Business Analyst

samuellucas.rr@gmail.com | My LinkdIn profile

Skills

Excel, Pivotable, Macros | Teamwork |
Time Management | Python |
Problem-solving | Tableau |
Analythical Thinkng | MySQL |
Product Management | SharePoint |
TeamDynamix | PowerBI |
Communication | Leadership |

Professional Experience

IT Business Analyst Lead 04/2025 - Present

Brigham Young University - Idaho

- Lead a team of 4 employees, providing guidance, training, and supervision for task completion and adherence to deadlines.

- Develop and analyze multiple Power BI dashboards, providing actionable insights for decision-making on various topics.

- Collaborated with cross-functional teams to identify key performance metrics and KPIs, helping streamline data collection processes and improve overall data quality for enhanced reporting accuracy.

IT Data Analyst 04/2024 - 04/2025

Brigham Young University - Idaho

- Improved visibility into IT operations across BYU-Idaho collaborating with the CIO and IT Directors to develop a Power BI dashboard by integrating data from TeamDynamix, SQL, and Microsoft Excel, improving visibility into IT operations.

- Achieved a 70% improvement in SLA compliance rates by managing and tracking IT service tickets through the PowerBI dashboard ensuring timely resolution.

- Monitored customer satisfaction metrics to identify trends, potential issues, and actionable solutions, enhancing service delivery quality, improving decision-making, and operational efficiency.

- Conduct detailed audits of financial reports to ensure accuracy and compliance in the recording of purchased receipts.

Electrical Technician Intern 03/2018 - 01/2019 *Roraima Energia* - Operated the AJURI system, a database with service order management, equipment management, billing measurement, collection, and inspection with around 197 thousand registered consumer units.

- Analyzed data using Excel to make data-driven decisions for improvements.

- Updated over 1500 consumer units that had incorrect information using QGIS and Ajuri software database, increasing productivity in other departments at the company.

Education

Bachelor of Science in Business Analytics 04/2027 - Anticipated Graduation

Brigham Young University - Idaho

- GPA 3.96

Spreadsheet Analysis for Business Learned skills in Microsoft Excel such as budgeting, asset management, and financial analysis using advanced formulas, Pivot tables, and Macros.

Microsoft Excel Project: Reduced 900 hours of academic planning for the Federal Institute of Roraima's department chairs by developing a dashboard with conditional formatting, data validation, countifs functions, macros, and a database for curricular components according to the code associated with each one via lookup functions.

Volunteer Experience

Full-time Volunteer 03/2021 – 03/2023 | Santos, Brazil

The Church of Jesus Christ of Latter-day Saints

- Responsible for motivating, evaluating, reporting the progress of, and caring for 24 volunteers.

- Trained a group of 100+ volunteers on setting more effective goals as a group, and how to achieve success through it.