

# Santiago Rodriguez

Portfolio: <https://santiago-rodriguez-it.github.io> Email: [santiago.rodriguez.it@outlook.com](mailto:santiago.rodriguez.it@outlook.com)

## EDUCATION:

### UNIVERSITY OF CENTRAL FLORIDA

#### College of Engineering and Computer Science

- Degree/GPA: Information Technology BS / 3.50

Graduation Date: Dec. 2020

Orlando, FL

## WORK EXPERIENCE:

### MAXORPLUS

Remote

#### Senior Data Integration Analyst

January 2023 - Present

- Served as a Subject Matter Expert (SME) on Maxor's PBM platform and file integration functions
  - Provided technical expertise to internal teams and clients, reducing troubleshooting time and increasing platform adoption.
- Designed and implemented new or improved automated ETL solutions
  - Increased operational efficiency, reduced manual workloads, and improved data processing speeds.
- Maintained ownership of assigned goals with a focus on quality and timeliness
  - Ensured project milestones were met, improving service delivery and client satisfaction.
- Promoted teamwork and best practices
  - Encouraged collaboration and knowledge-sharing, improving team efficiency and problem-solving capabilities.

#### Data Integration Analyst

March 2021-December 2022

- Implemented and maintained inbound/outbound data file exchanges
  - Ensured seamless client and third-party vendor integrations, improving data accuracy and operational efficiency.
- Worked closely with clients, account managers, and implementation teams
  - Facilitated smooth onboarding and data exchange, reducing integration time and enhancing customer satisfaction.
- Executed SQL scripts for backend file processing, reconciliation analysis, and reporting
  - Provided accurate data insights and ensured data integrity, leading to better decision-making.
- Conducted system testing for new features and integrations
  - Ensured high-quality deployments, minimizing system downtime and integration issues.
- Collaborated with internal teams and clients to drive successful integrations
  - Strengthened relationships and streamlined processes, leading to improved client retention and operational success.

### ORLANDO HEALTH

Orlando, FL

#### IT Intern/Clinical Engineering Associate Data Analyst

August 2020 – March 2021

- Collaborated with IT to help automate testing of a COVID-19 vaccine sign-up platform used by 18,000+ hospital patients. This improved iteration release times to be 35% quicker.
- Presented and implemented recommendations to senior IT management on their current processes and helped incorporate strategies for better productivity.
- Collaborated with IT to reconstruct and clean a database with 23,000+ hospital assets for inventory.
- Developed dashboards for hospital staff using Power BI to display the number of beds available on each hospital floor.

## LEADERSHIP & COMMUNITY INVOLVEMENT:

- Diversity, Equality and Inclusion (DEI) Committee Member @ Maxor (2022 – Present)
  - Developed centralized repository on Confluence for committee to keep track of goals, meeting minutes and useful information.

## TECHNICAL SKILLS:

- SQL databases – Access / SQL Server / Oracle
- Microsoft 365 Office – Excel, Teams & Visio
- Software Ticketing systems - JIRA
- Python – NumPy, Pandas, & SciPy
- Data Visualization – PowerBI & Tableau
- Project Management Tools – Trello & Microsoft Projects
- ETL Pipeline, FTPs, FileZilla, PowerShell
- CRM Tools - Zoho & Salesforce
- Note Taking / Document – OneNote, Notion & SharePoint

## NON-TECHNICAL SKILLS:

- Project Management – Agile/ Scrum Methodology
- Servant Leader Mindset
- Stakeholder Management
- Strategy Planning
- Proficient Communication Skills
- Critical Thinking
- Able to Adapt to change
- Organized
- Team Oriented