

# Sergio René Mena Velásquez

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Guatemala, Guatemala

## Professional Profile

Industrial and Systems Engineer specializing in Business Intelligence and Data Analytics, with a proven track record in leveraging tools such as Power BI, Power Query, and advanced Excel. Skilled at uncovering insights within complex datasets and identifying key areas for operational improvement. Committed to designing data-driven solutions that enhance efficiency and support sustainable organizational growth.

## Professional Experience

### Telus Digital

*Business Intelligence Specialist*

February 2025 - Present

- Identify opportunities for improvement or optimization through data analysis, aligning insights with business goals.
- Collect, analyze, and interpret large datasets to deliver actionable recommendations for decision-making.
- Manage and automate data extraction using business intelligence platforms and tools.
- Build reports and tools within databases and data warehouse environments.
- Evaluate and enhance existing BI models to improve performance and reliability.
- Design and implement cross-functional solutions in collaboration with other teams.
- Provide guidance and share technical expertise with team members.

Key competencies:

Data analysis, process automation, data modeling, BI tools (Power BI, SQL, Advanced Excel), stakeholder communication, continuous improvement.

### Conduent

*Business Analyst for Operations*

January 2024 – February 2025

- Developed Power BI dashboards to monitor operational KPIs, improving real-time decision-making and visibility.
- Conducted data analysis using SQL and Excel to identify trends and process improvement opportunities.
- Implemented solutions that resulted in a 15% increase in operational efficiency.
- Effectively communicated findings and recommendations to operations teams and senior management.

### Report Analyst

March 2022 - January 2024

- Designed, developed, and tested operational reports using BI tools.
- Ensured compliance with KPIs and enhanced the accuracy and efficiency of reporting processes.

### Real-Time Analyst

March 2021 - March 2022

- Monitored real-time schedule adherence and managed unplanned activities for operational teams.
- Analyzed staffing levels against forecasts and provided post-mortem KPI reports.

### 24-7 Intouch

*Real-Time Analyst*

November 2019 - February 2021

- Supervised real-time schedule adherence and managed call volume to meet service level targets.

- Collaborated with management to identify and manage planned and unplanned absences, ensuring servicelevel compliance.

*Customer Service Representative*

July 2018 - November 2019

- Managed customer issues related to purchase orders through the app and website, providing effective problemresolution.

**Resisa Group Technical**  
**Network Specialist**October  
 2017 - May 2018

- Resolved network equipment configuration issues and created technical manuals for end-users.
- Monitored incidents and generated reports.

## Education

### **Bachelor's Degree in Industrial and Systems Engineering**

Rafael Landivar University, Guatemala  
 Graduated

### **Master Degree In Businnes Intelligence and Analytics**

Galileo University, Guatemala  
 In Course

## Certifications and Courses

- **Cero to Data Analyst with Power BI** – Growup Analytics, 18 hours completed January -2025
- **SQL For Data Analuytics** – Growup Analytics, 18 hours completed April - 2025
- **Looker Studio: Cero to expert + AI** - Udemy, 6 Hours May -2025
- **Microsoft Powe BI Analyst PL-300** – Microsoft Learn, Started November 2024(Pending Certification)
- **SCRUM Foundations** – Certiprof, November - 2024

## Technical Skills

- **BI and Data Visualization:** Power BI, Looker Studio
- **Database and Analysis:** SQL, Advanced Excel, Power Query
- **Operating Systems:** Linux, Windows, macOS
- **Networking:** TCP/IP, Routers, VoIP, WAP, Wireless, Routing, Switching

## Languages

- **Spanish:** Native
- **English:** Fluent

## References

- **Engineer Ángel Salazar**  
SE CCA, Check Point Channels  
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- **Engineer Sergio Javier Fajardo**  
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