

Diego Santos

Business Analyst (Reporting)

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Summary

Business Analyst experienced in requirements, stakeholder workshops, and process documentation. Strong **Jira** and **Confluence**; beginner in **Power BI** and **Power Automate**.

Core Skills

Jira, JQL, Confluence, user stories, acceptance criteria, Excel, basic Power BI, Visio, SOPs, training materials.

Experience

Business Analyst — CoralWave Consulting (Miami, FL) | 2020–Present

- Configured Jira projects and dashboards for PMO; authored Confluence spaces.
 - Piloted **Power BI** reports for portfolio views; created data entry SOPs.
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Education

B.B.A., Information Systems — Florida International University