

Ulfany Furcal De Leon

60 George Butchart Drive, North York, ON M3K 0E1

647-408-1826 • ufurcald@gmail.com • [LinkedIn](#)

DATA ANALYST

DATA VISUALIZATION | DATA MODELING | SQL

SUMMARY OF QUALIFICATIONS

- A dynamic software engineering professional, currently enrolled in Health Informatics Technology; Completed an Artificial Intelligence for Healthcare Data program and holds a Doctor of Medicine
- Creates user-friendly, data-driven solutions with a focus on enhancing user experiences
- 8+ years of data & BI expertise; a track record in end-to-end software and database development
- Knowledgeable of data security and healthcare information systems
- Skilled with SAS and R, enhancing capabilities in data management and reporting
- Proficient in scripting languages such as C#, Python, SQL, Bash, JavaScript, HTML5/CSS, and JavaScript, enabling automation and data manipulation
- Multilingual in English and Spanish; effective communication & collaboration in diverse environments

TECHNICAL SKILLS

Programming:	C#, Python, R, SQL, MS-SQL, DB2, JavaScript, HTML5, CSS
Software:	Microsoft Excel, Word, PowerPoint, SharePoint, Access, SAS
Operating Systems:	Windows, Oracle, Linux, Unix, and VMS
Data Visualization Tools:	Tableau, Power BI

RELEVANT WORK EXPERIENCE

Quality Control Analyst

Feb 2023 - Aug 2023

R.A. Malatest & Associates, Toronto, ON

- Executed performance optimization initiatives in collaboration with a cross-functional team, leading to a 40% enhancement in application response times for the Transportation Tomorrow Survey 2023, implemented by the Ministry of Transportation, resulting in an improved user experience
- Conducted comprehensive data analysis to ensure the precise coding and accuracy of survey responses within the Microsoft Access database, maintaining data integrity and quality
- Collaborated in the design and development of an end-to-end test automation framework, streamlining testing processes and reducing manual efforts by 50%, resulting in increased efficiency

Business Intelligence Analyst

Dec 2021 - Aug 2022

Horatio CX, Santo Domingo, Dominican Republic

- Effectively oversaw and audited business intelligence operations across multiple contact center sites, ensuring data accuracy and consistency
- Led the development of a Tableau-based OKRs (Objectives and Key Results) dashboard, catering to internal teams and clients; Utilized Jira for team project management, resulting in significant performance management improvement
- Analyzed complex data sets to create data-driven case studies, identifying critical trends and opportunities for enhancing overall business performance

Sr. Reporting and Escalations Subject Matter Expert

Dec 2019 - Nov 2021

Continuum Global Solutions (previous Conduent), Santo Domingo, Dominican Republic

- Provide technical support client Proof-of-Concept for site database updates
- Migrated the corporate escalations environment from internal hosting to MS SharePoint Services, automating the platform and enabling more than 800 associates to escalate issues seamlessly
- Responsible for building and generating associate compliance reports using Microsoft Excel, increasing customer satisfaction by 85%

Reporting and Escalations Subject Matter Expert

Jul 2015 - Nov 2019

Conduent, Santo Domingo, Dominican Republic

- Developed a reporting system that improved the tracking/analysis of associate performance metrics

- Supported escalations support for 800+ associates in the Dominican Republic
- Led a dynamic project focused on optimizing existing processes to address inefficiencies in issue resolution; Resulting in the average response time for issue resolution being reduced by 20%, leading to heightened customer satisfaction and increased team productivity

PREVIOUS EXPERIENCE

Quality Assurance Analyst Oct 2014 - Jun 2015

Conduent, Santo Domingo, Dominican Republic

- Conducted rigorous quality assessments of customer service interactions, including phone calls and chat sessions, ensuring adherence to company standards and regulatory requirements
- Collaborated with leadership to implement process enhancements & standard operating procedures

Customer Service Specialist Jun 2014 - Sept 2014

Conduent, Santo Domingo, Dominican Republic

- Delivered outstanding initial customer service by swiftly resolving inquiries, complaints, and technical issues associated with communication services, achieving a 95% issue resolution rate and surpassing service level agreements (SLAs)
- Efficiently utilized company systems and knowledge resources to provide prompt and accurate responses, reducing call handling times and enhancing the overall customer experience

EDUCATION

Health Informatics Technology (Co-op) Advanced Diploma Sept 2022 - Present

Centennial College, Toronto, ON GPA: 4.4/4.5 (A+)

Key Areas: Web Interface Design | Web App Development | Software Requirements Engineering | C# | Python | Database Concepts (SQL) | HCIS Systems | Software Development Life Cycle (SDLC) | Project Management Methodology (PMLC)

Artificial Intelligence for Healthcare Data Aug 2023

University of Southern Denmark, Odense, Denmark

- Achieved an B grade as an International Summer Program student
- Focus on applications of AI in healthcare, techniques for handling health data, AI algorithms, and supervised machine learning algorithms (i.e. classification regression)

Doctor of Medicine Jan. 2011 - Aug. 2019

Autonomous University of Santo Domingo, Dominican Republic

** Canadian equivalency to Doctor of Medicine confirmed by World Education Services, Toronto, ON*

PROFESSIONAL DEVELOPMENT

-
- SAS Programming 1 – SAS Institute (2023)
 - Jira Fundamentals - Atlassian University (2023)
 - Agile Foundations - LinkedIn Learning (2023)

VOLUNTEERING EXPERIENCE

Logistics Assistant, Rose Picnic 2023 Jun 2023

Fund a Need Moment, Women for Women's 2023 Mar 2023

Women's College Hospital Foundation, Toronto, ON

- Contributed to the seamless organization and execution of a major fundraising event
- Coordinate supplies, manage logistics, support operations & a memorable experience for attendees
- Actively engaging with attendees, sharing the mission of the foundation and encouraging generous donations to support critical healthcare initiatives that make a significant impact on women's health

Kitchen Assistant, Drop-in for Unhoused Individuals Oct 2022

St. John the Compassionate Mission, Toronto, ON

- Volunteer in the 'Breakfast for Homeless Drop-In' program, preparing and serving meals
- Provided a warm and welcoming atmosphere and foster a sense of community and support