

## Skills

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- Competent in Python (Pandas, Numpy, Matplotlib) and Excel
- Experience with Tableau, SQL and Flask
- Competent in Microsoft Applications
- Bilingual in Spanish and English

## Professional Experience

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**Patient Care Manager, Sonrisas Therapies Pediatrics Home Healthcare** – Austin, TX March 2019 to present

- Developed a database system to track patients' POC which helped improve clinicians' turn-around time and led to a 50% reduction in patients' lapse in care
- Supervise patients' POC from initial treatment authorization to discharge. This includes case load management, patients' medical care, insurance status/ benefits and ensure appropriate care is rendered to patients
- Liaise with medical staff, therapists, insurance companies and family members, especially for non-English speaking families to improve communication among all parties and reduce lapse in care

**IE Planner, United Parcel Service (UPS)** – San Antonio, TX June 2017

- Forecasted volume levels and defined staffing and equipment needs accordingly. Key player on a team that consistently exceeded operations efficiency by 20%
- Trained and supervised incoming interns and oversaw the Feeder operations in San Antonio, Austin, El Paso and Houston
- Proposed alternative transportation means by analyzing volume trend and re-evaluating customers' pick-up needs which would yield a yearly feeder cost saving of \$33,000
- Acted as liaison between departments to ensure compliance of methods and operational procedures by performing departmental audits and discussing points of interest in cross-functional meetings. This improved the department's district audit score by 50%

**Engineer Student Intern, Las Palmas-Del Sol Healthcare** – El Paso, TX Jul 2016

- Captured quantitative and qualitative data and developed Pareto charts to trace significant sources of inefficiency
- Developed a preventive maintenance schedule in accordance to a database to balance the workload throughout the week which would help standardize processes, keep machinery in proper conditions and prevent failures
- Recommended the implementation of a Just in Time inventory system that would yield a \$14,800 expense reduction
- Proposed the implementation of Lean principles to new designated storage/handling area in correspondence with the Just in Time inventory system and OSHA and NFPA standards; a solution that reduced maintenance processing time by 43%

**Engineer Intern, Mount Franklin Foods, LLC** – El Paso, TX Apr 2015

- Improved production rates by 150% through the reduction of change-over time by conducting time studies and addressing unproductive time factors
- Coordinated with different departments—including operators, supervisors, managers and executives—to meet and discuss areas of potential improvement in production processes, warehouse and packaging area

## Projects

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- Developing a data analysis on healthcare cost in the US to study the main factors driving costs, how this compares to other developed countries, forecast cost-growth and identify main sectors impacted in an effort to reduce the expense

- Developed a machine learning model to predict the winner for the World Series. This also included a sentiment analysis based on people's tweets in an attempt to understand fans attitude and feelings towards each team as well as pinpoint specific phenomenon impacting fan's world series experience
- Built an application using Flask, SQL, and API calls to help people choose a pet based on cost, pet's characteristics and lifespan among others. This also includes an analysis on each breed, how weight impacts their lifespan and what are the most/least favorable characteristics

### *Education*

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**The University of Texas at El Paso** - Bachelor of Science in Industrial Engineering, 2016

**The University of Texas at Austin** - Data Analysis and Visualization Bootcamp, 2019

### *Honors & Certifications*

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- Data Analysis and Visualization Bootcamp, Oct/19
- National Academy of Sports Medicine (NASM) Certified Personal Trainer, Aug/18
- Six Sigma Green Belt Certification, Nov/15
- UTEP Institute of Industrial and Systems Engineers (IISE) VP of Operations, May/16

