

Jesus Nevarez Espinoza

Bilingual Data Analyst in Training | Strong Analytical Mindset & Data Storytelling Skills

Phoenix, AZ 85042

yisusnevarez@gmail.com

+1 480 565 9542

Professional Summary

Aspiring Data Analyst with a passion for turning data into actionable insights that drive smarter business decisions. Currently completing the Google Data Analytics Professional Certificate, building a strong foundation in data cleaning, visualization, SQL, spreadsheets, and data storytelling. Bilingual in English and Spanish with a background in customer service and leadership, bringing strong communication and problem-solving skills to analytical projects. Eager to contribute to data-driven teams and grow within the analytics field.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Patient Support Specialist

UpScriptHealth-Phoenix, AZ

October 2024 to Present

Here's a polished version of your job description:

"Handled inbound and outbound calls, managing cases and orders in response to patient requests. Provided support and assistance to over 10 storefronts, addressing inquiries related to products, procedures, insurance, and prior authorizations."

Tactical Team Supervisor/Team lead/Claims analyst.

Epiq-Phoenix, AZ

March 2023 to August 2024

Tactical Team Supervisor | Epiq

Responsible for ensuring strict adherence to protocols in alignment with case details, particularly in the remediation of class action lawsuits involving Wells Fargo. Duties include meticulously monitoring and updating protocol compliance, providing actionable feedback, and guiding the implementation of necessary steps. Additionally, manage and execute side projects, including the training of new classes through online platforms such as Teams. Demonstrated rapid career progression within one year, advancing from Tactical Agent to Team Lead and currently serving as Supervisor, consistently excelling in each role.

Dock Worker/Forklift Operator

Medline Industries-Tolleson, AZ

February 2022 to February 2023

Responsible for ensuring the timely loading of products in accordance with a daily schedule. Managed an electric pallet jack and efficiently cherry-picked bulk orders to meet business demands. Oversaw one of the company's largest clients, supplying hospitals across the United States, while maintaining a 95% accuracy rate in order fulfillment.

Interpreter

CyraCom-Phoenix, AZ

June 2021 to October 2021

Being a conduct of interpretation between non prolific speakers and depending on the call doctors,911 and financial bankers.

Following scripts and having to take notes while listening to the calls sometimes in tense environments.

This was a part time position during my work at CYRACOM INTERNATIONAL.

Quality Control Inspector

Omnimax-Phoenix, AZ

February 2021 to June 2021

Quality Control Inspector | Omnimax (Aluminum Post)

Collaborated with a team of four colleagues to ensure quality control across multiple client orders. Responsibilities included verifying the accuracy of orders, requiring comprehensive knowledge of various products, dimensions, and colors. Conducted daily inspections of several pallets, adhering to established methods and procedures to ensure compliance with quality standards.

Team Leader/Sales Associate/yard lead/supervisor

Jg AutoWrecking LLC-Phoenix, AZ

August 2020 to February 2021

Sales Leader | JG Auto Wrecking

Oversees the sales department, managing both inbound and outbound calls to ensure efficient operations. Conducts inventory checks to provide prompt responses to customer inquiries. Responsible for forwarding emails, submitting forms, and coordinating the nationwide shipping of engines and transmissions.

Key Achievements:

- Generated \$20,000 in sales over the last three months.
- Led and managed a team to ensure high performance and customer satisfaction.
- Delivered swift and exceptional customer service, assisting clients in locating products efficiently.
- Maximized sales transactions through the implementation of strategic sales techniques.
- Developed and maintained an organized inventory system, enhancing operational efficiency.

Education

Data analysis (Google Data analytics)

Coursera-Remote

April 2025 to Present

Business Marketing (Associate)

South Mountain Community College-Phoenix, AZ

August 2018 to 2021

Skills

- Outbound sales
- Refer unresolved customer grievances to designated departments for further investigation.
- Customer Service
- Cold calling

- Use email for daily communication (i.e., send and receive mail, set up and use distribution lists)
- Computer skills: (7yrs; school) Evaluate sources
- Interpretation
- Forklift
- Phone etiquette
- Develop effective reciprocal relationships with others Bilingual: (5yrs hobby)
- Email Marketing
- Sales management
- Operating systems
- Customer service
- Cherry picker
- Microsoft Excel
- Heavy equipment operation
- Computer Networking
- Pallet jack
- Outbound calling
- Digital Marketing
- Create and maintain Electronic Calendar
- Compare disputed merchandise with requisition and invoice, and prepare invoices for returned goods.
- Assess validity of complaints and determine possible causes,
- Hostess
- Barista Experience
- Perform Excel Spreadsheet activities including pivot tables and charts Create, complete and manage databases,
- Negotiation
- Typing
- Spanish
- Host
- Comparative analysis of Operating Systems; Browsers; Hardware and Applications Customer service: (2yrs; restaurants)
- Windows
- Manage icons and the desktop
- Busser
- Front Desk
- Quality control (Less than 1 year)
- Speak Spanish fluently
- Inventory control
- Translation
- English
- Sales

- Assert own ideas and persuade others
- WordPress
- Check to ensure that appropriate changes were made to resolve customers' problems.
- Branding
- Resolve customers' complaints by exchanging merchandise, refunding money, and adjusting bills.
Interpersonal skills (1 yrs.; school)
- Warehouse experience
- Identify ethical and unethical computer practices
- Perform basic word processing activities
- Order picker
- Access Databases and Reports Create simple websites
- Expo
- Courier
- Bilingual
- Analysis skills
- Customer relationship management
- Presentation software: PowerPoint; Google Presentation.
- Aware of cultural and social diversity and its influence on assumptions, perception, and personal values
- Build Relationships

Certifications and Licenses

Driver's License