

PROFESSIONAL SUMMARY

Data analyst with 7+ years of experience in data collection, analysis, and interpretation of large sets of data to identify patterns and trends; aimed at generating valuable insights and enhancing operational efficiency within the energy industry.

Key Skills

- Data Analysis
- Machine Learning
- Database Management
- Statistical Analysis
- Fluent in English and Spanish
- Excel/ Spreadsheets
- Python
- SQL
- BI Tools (Tableau)
- Git/ GitHub

PROFESSIONAL EXPERIENCE

QA Analyst, Axion Contact, Pennsylvania, USA

09/2023 - Present

A CSF Certified call center organization, comprised of healthcare leaders who prioritize information security in data systems and exchanges, boasts over 40 years of industry leadership with more than 500 employees and associates.

- Coordinate with the team and supervisors on the design and implementation of comprehensive call monitoring framework projects that ensure consistent adherence to quality standards and regulatory requirements.
- Implement quality inspection, and auditing for 25% of customer calls per day which result in call quality, reduce errors, and alignment with quality standards.
- Review recorded calls daily, identifying areas for improvement, and emphasizing best practices to achieve a 30% enhancement in communication skills and adherence to scripts.
- Implement data-driven strategies based on spreadsheet insights, identifying bottlenecks, and enhancing overall efficiency as needed.
- Present weekly reports to management summarizing QA findings and trends to informed decision-making, and process improvement.

Data Scientist, AtlytiCS, Inc., Atlanta, USA

02/2023 - 10/2023

Non-profit and volunteer organization employing data and analytics to aid the community's vulnerable members. Led by a team of 20+, with volunteer meetings varying from a few dozen to a few hundred attendees.

- Optimized data quality and conducted necessary data cleansing over the initial three months of the project using Excel and Python, resulting in a 30% improvement in overall project performance.
- Analyzed daily sales and customer datasets spanning from 2021 to 2023 using Python, identifying trends, patterns, and insights that led to a 50% improvement in data accuracy, enhancing the reliability of business information.
- Developed an initial demand forecasting model using the statistical method of time series analysis, resulting in a 10-20% reduction in forecasting errors for future business operations.
- Documented periodic reports through dashboards and spreadsheet graphics, contributing 30% of the content in collaborative work environments, highlighting the key metrics' impact on business performance.
- Implemented Git to track code modifications and enhance collaboration with team members, leveraging GitHub for the systematic management of code changes, leading to a 30% boost in overall project efficiency.
- Coordinated with a cross-functional team to pinpoint data-driven improvement opportunities.

Geophysicist (Data Analyst & Modeling), Petrocedefío, S.A., Anzoategui, Venezuela

03/2010 - 11/2017

Venezuelan state-owned oil and gas company partnered with TotalEnergies and Equinor in a petroleum venture. In 2021, both international companies transferred their stakes, granting PDVSA 100% control. Non-employee data updated.

- Managed multiple projects through data analysis and modeling, uncovering business insights and resulting in a 20% year-over-year increase in production.
- Decreased potential production risks in the field by 25% by utilizing analytical techniques to identify and quantify complex patterns in the data.
- Refined business development plans by contributing insights and data visualizations in department meetings, enabling data-driven decisions and achieving improved production efficiency within 4-month plans.
- Documented standardized processes using data analytics and refined modeling studies, ensuring high-quality results in collaborative projects and streamlining operational requirements.
- Delegated an eight-member team to present the status of departmental projects to senior management within one month, stepping in as a supervisor replacement.
- Mentored junior-level staff in a 6-month program and conducted training sessions for stakeholders twice a year from 2015 to 2017.

ADDITIONAL WORK EXPERIENCE

Server, Cantina Laredo Restaurant, Dallas Love Field Airport, Dallas, TX

06/2019 - 07/2021

- Delivered customer service for over 8 hours per day in a fast-paced dining environment inside of the airport.
- Collaborated with team members and management to uphold high standards of service.

EDUCATION

Universidad Simon Bolivar, Caracas, Venezuela

Ranked 4th in Venezuela, 3135th in the global 2023 rating, and scored in the top 50% across 84 research topics.

Bachelor of Science (BS), Geophysicist 2009

PROFESSIONAL DEVELOPMENT/AFFILIATIONS

Data Analyst in SQL Training, online course, 02/2023

Data Scientist Certification Program, online course, 07/2022

Member, Women in Data, 10/2021 - Present