Carlos Gabriel Reina Jimenez

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carlosreinadata.com

Experienced in data analytics, developing reports and visualizations using Power BI, Excel, and SQL. +5 years in customer service and management systems. I bring realistic reports based on the analysis of the data I clean and structure. My strategy is to be super organized, detail-oriented, and driven to success. Naturally tech-savvy, I am eager for my next challenge. You can find all my work on carlosreinadata.com.

WORK EXPERIENCE

Freelance   **Bogotá, Colombia**
Data Analyst   *November 2024 – Currently*

- I developed a project where I wanted to determine the impact of AI in Digital Media, specifically whether these tools affect people and their jobs, and whether their usage can be beneficial to the industry in general. I used Excel for data cleaning and structuring, and Power BI for data visualization.
- Worked on an analytical financial project where we wanted to find out the nature of bank account movements, including the types of transactions and the products where we observed the most expenses. I used Excel for Data Cleaning and Power BI for visualizations and reports.
- Used my best abilities in Excel, SQL, and Power BI to develop a project where I wanted to report the performance of the customer service agents for a customer service campaign in Minneapolis, Minnesota. I received the data, cleaned it, and gave it structure in Excel. Created useful queries in SQL using SQL Server Management Studio and made the final report using Power Query and Power BI.
- Developed a website in WordPress (CMS) to show my portfolio web. I implemented my web design skills and programming skills to create this small but very informative website: carlosreinadata.com
- Currently, I am working on a Lung Cancer project where I want to use my strategies and explore the medical area.

Sezzle   **Bogotá, Colombia**
Customer Service Agent   *May 2024–May 2025*

- Management of a CMR platform like Zendesk.
- Collaborating with other departments (product team) to help them understand how Zendesk works.
- Supporting the "Help-Line" channel
- Created worksheets on Google Sheets to help the team improve their skills.

Teleperformance   **Bogotá, Colombia**
Customer Service Advisor and Manager   *Feb 2020–Jun 2023*

- Preparing and analyzing reports to improve customer satisfaction using Google Sheets.
- Ticketing systems: Zendesk and Jira.

EDUCATION

Iberoamericana Univerity   **Bogotá, Colombia**
Data Science Enginering   *August 2020*
Did not finish
CoderHouse: Python, JavaScript   **Bogotá, Colombia**
Udemy: SQL, Excel, PowerBI   *2024*

ADDITIONAL SKILLS

- Web developer using WordPress and knowledge of SEO and Google Analytics
- Spanish (Mother tongue) and English Advanced.