**John Tacco-Melendez**7727 SW Laird Pl. Beaverton, OR 97007|jctacco@hotmail.com | 971.724.4926

# profile

Data Analyst with over 8 years of experience in developing innovative solutions to organizational problems. In depth knowledge of database types; research methodologies; and big data capture, curation, manipulation and visualization. Furnish insights, analytics and business intelligence used to advance opportunity identification, process optimization and business growth.

# Education

**MS**

Portland State University, Industrial Engineering & Mar 2020

Technology Management

**Graduate Certificate**

Portland State University, Business Intelligence & Analytics Jun 2019

**BS**

Universidad de Las Americas, Computer Science & Engineering Feb 2016

Computer Engineering

# Skills

* Advanced Microsoft Office Applications.
* Tools: MySQL, PostgreSQL, Snowflake, SQL, R, AWS, Pentaho and Tableau.
* Critical thinking, strong analytical, and statistical skills.
* Teamwork and problem-solving skills.
* Customer oriented skills, strong understanding of the customer’s needs.
* Ability to adapt in any work environment.
* Dedicated team member, but also able to succeed independently.
* Effective communication skills to reach various audiences.
* Spanish professional proficiency.

# Professional Experience

## CLARO, Quito-Ecuador

## Quality & Process Control Business Lead Dec 2011 – Mar 2018

* Business Intelligence analysis, operational business requirements assessment, new process design and implementation, contract terms monitoring, quality control service, and testing of new telecommunication systems for marketplace launch and release.
* Used custom SQL queries to create data models and answer client’s business questions using Tableau.
* Developed effective and powerful reports and dashboards in Tableau to monitor key performance indicators for senior management leading to accurate measurement of effectiveness of marketing campaigns and improved business processes.
* Design and develop Entity Relationship Diagrams (ERD) for databases through data modeling techniques.
* Extract data from multiple sources, then perform extraction, transformation and load processes through data analysis and business intelligence tools.
* Create reports and dashboards through data analytical and data visualization tools like R, Pentaho and Tableau.
* Detect, modify, solve and re-implement solutions to key business problems that occur on a daily basis.
* Lead the data mining and statistical analysis of consumer behavior and the development of business efficiency models. Close collaboration and partnership with the client services team to identify opportunities to increase customer engagement and overall retention.
* Data collection, generation and interpretation to track and monitor business’ KPIs. Conducted regular readouts to leadership; including insights and recommendations for team to make decisions in line with business objectives.
* Lead conception and scope definition of various types of Customer Experience strategic and operational transformation initiatives, ranging from Corporate and Operational Strategy to Process Improvement.
* Partnered with the Customer Experience Strategy Director and Manager of the wireline business units to provide effective leadership for the initiatives under analysis and execution.
* Provided effective project leadership for large Consumer strategic initiatives; along with updates on project status, key metrics, issues, and risks to senior management.
* Proactively anticipated and mitigating risks to project execution or stakeholder engagement.

## CLARO, Quito-Ecuador

## Customer Service Agent Oct 2009 – Dec 2011

* Efficiently provided clients with technical advice and support on products and services in an efficient and timely manner.
* Provided outstanding customer service and problem solving for the customers.
* Meet all the queries, requirements and complaints presented by customers.
* Seek growth (sales) and customer loyalty for the company.
* Achieving customer retention through offering clients all the wide variety of products / services that the company manages, focusing on what are their needs and requirements.

## ANKORP, Quito-Ecuador Technical Support and Sales Nov 2008 – Oct 2009

* Technical assistance, CCTV system configuration, solution to the requirements of users, promotion and sale of company products, customer service.
* Installation and configuration of the companies’ DVR and surveillance software on the customer’s computers.
* Backup and support upon customer’s needs and requirements.

**15 PAQUISHA, Quito, Ecuador** *Sep 2007 - Oct 2008*
IT Lab support - Internship

* Installation and configuration of operating systems and applications upon employees’ requests.
* Maintenance of computers to prevent system failures.
* Answering and solving employees’ queries in a timely matter.
* Detecting, fixing, and monitoring hardware or software issues.
* Testing and evaluating innovative technology, before implementation.
* Performing electrical safety checks on the lab’s and computer devices.

# Projects

## DATA SCIENCE CAPSTONE PROJECT: BI Solution for Data Integration platform CLARO, Quito-Ecuador Dec 2011 – Mar 2018

* Development and implementation of a Business Intelligence Solution for the Claro Sales Module using the Pentaho Data Integration Platform. Successfully launched this project after graduation. Below are the most relevant results obtained through its implementation:
* 5 information analysts about 4 hours each day to manually process and analyze the sales generated by the 77 customer service centers nationwide. A total of 384 reports a year.
* After the implementation, no analysts are needed to process the data; each customer service manager can now run and view the sales reports directly from the online tool. As a result, tactical and operational decisions can be made in a more timely and accurate manner.
* The company determined that with the implementation of this solution, we saved approximately $100,000 a year in manpower and costs.
* Sales data consolidation and conversion for online publication, accessibility and management.