

Gilbert Marín Castillo

Business Intelligence Specialist

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EDUCATION

2021

Full Stack Developer

4Geeks Academy

San José

2021

Data Scientist & Business Analytics Specialist

Grow Up Academy

San José

2020

Business Intelligence

Carlos Slim Foundation

Mexico

2019

Teaching of Mathematics (In Progress)

Universidad Nacional Estatal a Distancia (UNED)

San José

2015

Business Administration Technical Degree

Universidad San Marcos

San José

LANGUAGES

Spanish

Native Language

English

B2+ Belt test

Portugues

B1 Belt Test

EXPERIENCE

Business Analyst & Process Automation Support – Infotree

2021 – 2022

Contractor for a very important international company, responsible for the creation and maintenance of Power BI dashboards, maintenance of the Excel databases used by the department, creation and maintenance of PowerApps and Power Automate Tools all of them using Excel, SharePoint and SQL as Data Sources.

Responsible for the collection of data required for the process of audits carried out to the department and responsible of carrying out different internal processes and keeping the Excel databases related to these processes updated using PowerApps, Power Automate and Power Query for this.

Responsible for keeping the processes and databases of SLAs, KPIs, Risk and surveys updated, keeping the information up to date in the raw data and in the corresponding dashboards.

Quality Assurance Assistant and KPI's Analyst – Conexus Group

2016 – 2021

Responsible for the supervision of Call Center teams, Quality Assurance Assistant and responsible for the creation of Dashboards for GSK, MegaLabs, Kimberly Clark, E-Coins, on a Weekly, Biweekly, Monthly and Annual basis, of the different KPI's and SLAs required by each of the companies, related to customer service and different medical inquiries. The above sent as Dashboard in Excel but created in R and PowerBI for personal learning and experience, as well as to improve visualizations to make new proposals to clients for their reports.

I made automation improvements in the Human Talent recruitment area, through a Chat Bot, which collected answers to predetermined questions necessary to be able to filter the candidates, creating a database that sent the data clean and ready to present to CEO's and recruiting managers, this ChatBot improved the speed of collecting candidate data by 1000%, as well as the ease of filtering it.

On a personal level and because I have taken different courses related to data science, I have used and created different dashboards during this period, in tools such as PowerBI and Tableau to keep the knowledge updated and improve the use of tools.

Quality Assurance – BAC – Credomatic Network

2007 – 2011

Quality Assurance Department: Advisor to ISO 9001-2008 and ISO 14001-2008, in charge of the implementation of the Quality Standard in the different departments of the company, using tools such as: Integrated Quality Control Management System, AS400, carrying out Querys in SQL for account statements older than 10 years without having been reviewed.

I participated in an organizational project which was in charge of being able to make credit card payments through ATMs, to simplify making payments and to maximize the number of sites to make payments in an automated way.

SKILLS

POWER BI

70%

PYTHON

50%

KNIME

50%

TABLEAU

60%

R

60%

SQL

60%

POWER AUTOMATE

50%

POWER APPS

60%