

Gilbert Marín Castillo

Business Analyst

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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%