ROBERTO ROBLES

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BUSINESS ANALYST

PROFESSIONAL SUMMARY

Exceedingly thorough Business and Data Analyst with more than 5 years improving ongoing business processes to achieve superlative results. Experience gathering and organizing user requirements and project portfolio, creating documentation for software development, and deployment. Analyzing data and business processes to make data-driven decisions and informing results. Solid IT business background in quality assurance and continuous improvement, as well as professional experience for manufacturing and service companies.

SKILLS

- Business analysis and problem-solver
- Business Process Design
- Data analysis and visualization
- Reporting skills

- Python, SQL, Tableau, Looker Studio
- Bizagi, Jira, Balsamiq, Selenium
- MS Office, MS Power BI, MS Project, MS Visio
- AutoCAD, Solidworks, Inventor

WORK HISTORY

BUSINESS SYSTEMS ANALYST | 06/2023 to 07/2024
ENCORA INC - Remote

- Conducted trainings sessions with clients for the use of the mobile and web applications.
- Gathered user requirements and followed up their development.
- Performed usability and performance tests of improvements into pre-production.
- Analyzed quantitative data and prepared reports on efficiencies and deficiencies.
- Created scheduled tasks for script execution for tasks such as sending reminders, extracting, debugging, and loading data into the reporting database, among others.

BUSINESS ANALYST | 08/2021 to 06/2023
PUBLIC WATER COMPANY - EPA EP - Ecuador

- Created a management scorecard for senior management, with indicators and management reports.
- Led the team in charge of developing an in-house commercial system from the ground up.
- Created documentation to the development team
- Provided user support in the implementation of the new commercial system.
- Cut the time it took to validate clients' payments from 4 hours to 30 minutes.

PROCESS ENGINEER | 02/2021 to 08/2021
GRUVALCORP S.A. - Ecuador

- Documented the processes and flows, as well as the improvements that resulted from them.

BUSINESS ANALYST | 02/2018 to 09/2020
REPORNE S.A. - Ecuador

- Enhanced commercial processes, thereby increasing the global handling capacity of each salesperson by 30%.
- Oversaw a portfolio of technological integrations with service and financial institutions.
- Responsible of generating documentation and the improvement of procedures and processes.
- Guaranteed the quality of the IT department's development by implementing QA tests.

EDUCATION

Escuela Superior Politecnica Del Litoral (ESPOL) | Bachelor's Degree in Industrial Engineering
Universidad Internacional de la Rioja (UNIR) | MBA - Present
Universidad de Guayaquil (UG) | Master of Artificial Intelligence - Present

CERTIFICATIONS

- **Data Analysis and Business Intelligence in Power BI.** ESPOL – FIMCP. 2021
- **The Business Intelligence Analyst Course.** Udemy. 2022
- **Google Data Analytics Certificate.** Coursera – Google Career. 2023
- **Google Business Intelligence Certification**. Coursera – Google Career. 2023
- **Python for Everybody**. Coursera – University of Michigan. 2023
- **Oracle Next Education Bootcamp Front end development** – Oracle – Alura Latam 2023