

# Gabriel León Castro - Data Analyst

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## ABOUT ME

I'm Gabriel León, a Data Analyst with over 4 years of experience in analyzing and visualizing large data sets. I'm an expert in tools such as SQL, Python, and Microsoft Power BI and have worked on projects for clients all over the world. I'm a team player and passionate about exploring and constantly learning. I'm highly skilled and dedicated to my work, and have demonstrated my ability to turn data into valuable information for business decision-making. I enjoy working on challenging projects and collaborating with my colleagues to achieve success.

## WORK EXPERIENCE

**Data Analyst at SGF Global** (08/2022 – 08/2024), Heredia, Costa Rica

- Implementation of forms and automations with Power Apps and Power Automate.
- Support for Power BI and Tableau reports.
- Report creation and infrastructure with Power BI and Microsoft SQL Database. Implemented SQL scripts to extract data for analysis.
- Utilized Excel and Python to perform statistical analysis on survey responses.

**Data Specialist at DHL** (05/2021 – 04/2022), Heredia, Costa Rica

- Creation of a database infrastructure to store all the data of the America's DHL Service Desk.
- Analysis of KPIs of the agents for the improvement of the performance and remuneration obtained from the DHL Service Desk for the Americas region.
- Synthesize large amounts of data into an easy-to-understand report/dashboards and recommend points for improvement at the DHL Service Desk using Python and Microsoft Power BI.
- Conducted extensive analysis of customer data to identify trends. Utilized SL to clean and organize data for analysis.
- Created data visualizations to communicate findings to stakeholders. Wrote SL queries to pull data for ad-hoc analysis.

**Data Analyst at Intel Corporation** (10/2019 – 04/2021), Heredia, Costa Rica

- Created and ran SQL queries to collect data for analysis.
- Conducted exploratory data analysis to identify patterns and trends.

- Wrote Python scripts to automate data collection and analysis. Model future processor architectures and analyze the behavior in order to find improvement points.
- Visualize the data collected using Excel and Microsoft Power BI tools.
- Presented findings to upper management to inform business decisions.
- Developed and implemented a new data analysis process.
- Developed a new reporting methodology using Microsoft Power BI.

## EDUCATION

**Bachelor in industrial engineering**, Fidélitas University (05/2023 – Present), San José, Costa Rica

**Bachelor in Data Science**, LEAD University (01/2020 – 12/2023), San José, Costa Rica

**Middle Technician in Computer Networking**, Colegio Técnico Profesional de Hatillo (02/2017 – 12/2019), San José, Costa Rica

## SKILLS

- Python
- R Language
- SQL Database
- NoSQL Database
- Extract, Transform, Load (ETL)
- Data Analysis
- Data Modeling
- Data mining
- Tableau
- Microsoft Power BI
- Microsoft Power Apps
- Microsoft Power Automate
- Pandas/Numpy
- Scikit-learn
- Microsoft Azure

## SOCIAL NETWORKS

- LinkedIn: <https://www.linkedin.com/in/gaboelc/>
- GitHub: <https://github.com/Gaboelc>