

Luis Gonzaga Rivero

Bilingual Data Operations & Technical Support Analyst

Mexico City (Remote-ready) · lgonzaga.rivero@gmail.com · linkedin.com/in/luis-gonzagarivero-62a0021a9 · Bilingual EN/ES

PROFESSIONAL SUMMARY

Data Analyst / Data Operations professional with 5+ years across BPO, telecom, and customer-facing environments (AT&T, Verizon/TTEC, Foundever, Cognizant). **Google Data Analytics and IBM Data Science / Data Analyst certified**, with hands-on SQL, Python, ETL and data warehousing, statistical analysis, and data visualization. Strong at turning manual, repetitive workflows into clean, measurable processes. **Certified C2 English (EF SET 83/100)** and native Spanish — comfortable in fast-paced, metric-driven remote operations.

CORE SKILLS

SQL · Python · Statistics · ETL & Data Pipelines · Data Warehousing · Data Visualization (Tableau) · Business Intelligence (BI) · KPIs & Operational Reporting · Data Cleaning & Validation · Dashboards · Excel (advanced) · Power Automate · Reporting Automation · Forecasting · Workforce Management (WFM) · Process Improvement · Stakeholder Management · Agile / Product Ownership (SAFe) · Technical Support (Tier 1–2) · Bilingual EN/ES (C2)

EXPERIENCE

Technical Support Representative — Verizon Account · TTEC

Sep 2025 – May 2026 · Mexico City

- Resolved 10–20 daily customer interactions (service, device, connectivity, account) with a ~90% resolution rate under real-time operational metrics.
- Documented interactions, failures, and fixes in internal CRM/support tools.
- Applied structured diagnostics for root-cause analysis and escalation of complex cases.
- Identified repetitive support patterns and surfaced automation/process-improvement opportunities.

Business Systems Analyst / IT · Cognizant

May 2025 – Sep 2025 · Mexico City

- Supported The Coca-Cola Company account; responsible for Net Revenue Sales analysis and reporting for the Caribbean region.
- Defined, analyzed, and optimized business processes and systems for global clients.
- Translated business needs into functional specifications and supported development delivery.
- Resolved a data-engineering blocker by automating report-header integration from a Jira-like ticketing system, removing manual data entry previously done by analysts.

Data Analyst, Workforce Management · Foundever

Oct 2024 – May 2025 · Mexico

- Led workforce-management analytics for a 500-agent call-center operation, optimizing efficiency through data analysis and metric-driven strategy.
- Designed a full ETL pipeline (Oracle SQL extraction → automated email distribution via Power Automate) for daily operational reporting.
- Automated the daily agent seat-rotation process, cutting it from 3–4 hours of manual work to ~30 minutes.

- Ran a one-day floor audit that uncovered agents exploiting a call-routing system gap (calls not returning to queue), identifying the abuse.

Data Analyst — Business Intelligence & Technology Transformation · AT&T

May 2020 – Oct 2023 · Mexico

- On the Business Intelligence & Technology Transformation team, intook requests from cross-functional departments and built custom data solutions and reporting.
- Built an ETL pipeline that automated a project-status report previously maintained by a 5-person team — emailing each project manager a single consolidated, pre-filtered view (CC to supervisors), eliminating daily manual tab-by-tab searching.
- 3.5 years analyzing operational data in a large telecom environment.

Founder / Operations · Delitruck

Oct 2023 – Dec 2024 · Mexico City

- Ran a food-truck business end-to-end: operations, logistics, customer service, marketing, expansion.

Earlier: Project Manager, Bloquera Beraja (2019–2020) · Receptionist, Comfort Inn (2018–2019)

EDUCATION

Universidad Latinoamericana — Lic. Psychology (2020–2023)

Universidad Latinoamericana — Lic. Business Administration & Management (2019–2022)

CERTIFICATIONS

- **EF SET English Certificate — 83/100, C2 Proficient** (Aug 2024)
- Google Data Analytics Professional Certificate — Coursera (2022)
- Google Project Management Professional Certificate — Coursera (2021)
- IBM Data Analyst Professional Certificate — Coursera (2023)
- IBM Data Science Professional Certificate — Coursera (2023)
- IBM Data Warehouse Engineer Professional Certificate — Coursera (2023)
- Applied Data Science / Introduction to Data Science — Coursera (2023)
- BI Foundations with SQL, ETL & Data Warehousing — Coursera (2023)
- Data Analysis & Visualization Foundations — Coursera
- SAFe 6 Product Owner / Product Manager — Scaled Agile (2023)