



PROFILE

As a Business Intelligence Analyst for the past 3 years, I have helped my clients make better data-driven decisions by providing insights and recommendations based on analysis of their business data. I am experienced in using various BI tools and techniques to collect, process and visualize data to help uncover trends, patterns and relationships. My goal is always to provide actionable insights that can improve my client's businesses.

LINKS

[linkedin.com/in/naisepulveda](https://www.linkedin.com/in/naisepulveda)

SKILLS

SQL

Data Analysis

Business Intelligence Tools

Reporting

Dashboard Development

ETL Processes

LANGUAGES

English

Mandarin

HOBBIES

Organizing and analyzing data to find trends

Designing and building databases

Writing code to automate tasks

EMPLOYMENT HISTORY

● Business Intelligence Analyst at Blue Cross Blue Shield of Tennessee-BCBST, TN

Jun 2022 - Present

- Led the analysis and implementation of a new data warehouse that resulted in increased efficiency and productivity for the company.
- Defined business requirements and translated them into technical specifications for various BI applications.
- Designed, developed, and implemented multiple ETL processes to load data from disparate sources into the data warehouse.
- Created numerous reports and dashboards using different BI tools (e.g., Tableau, QlikView) that helped senior management make better decisions.

● Business Intelligence Analyst II at Unum, TN

Jul 2019 - Apr 2022

- Led a team of 4 business intelligence analysts in developing and implementing a new data warehouse for the company, which resulted in increased efficiency and productivity by 25%.
- Developed an innovative reporting system that allowed senior managers to make more informed decisions about company operations. The system was later adopted by other departments within the company.
- Created a set of best practices for data analysis and visualization that helped improve the quality of insights generated by the BI team.
- Helped design and implement a new customer segmentation scheme that led to improved targeting of marketing campaigns and increased sales revenues by 10%.
- Successfully completed over 50 complex projects during my tenure as Business Intelligence Analyst II.

EDUCATION

Bachelor of Science in Business Intelligence at University of Tennessee

Aug 2015 - May 2019

I've learned how to collect, process and analyze business data to help organizations make better decisions.

CERTIFICATES

Certified Business Intelligence Professional (CBIP)

Sep 2020

Certified Analytics Professional (CAP)

Feb 2019