

# Caridad Endres

Data Analyst

✉ [caridad.endres@gmail.com](mailto:caridad.endres@gmail.com)

☎ (983) 947-2188

📍 640 S 4th St, Louisville, KY  
40202

## Education

### Bachelor of Science in Data Analytics at University of Kentucky

Aug 2017 - May 2021

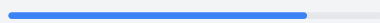
Some skills I've learned are data visualization, data wrangling, predictive modeling, and machine learning.

## Links

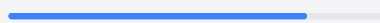
[linkedin.com/in/caridadendres](https://www.linkedin.com/in/caridadendres)

## Skills

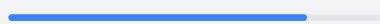
SQL



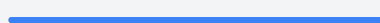
Data Modeling



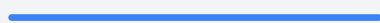
Data Visualization



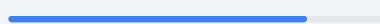
Excel



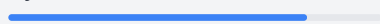
Tableau



R

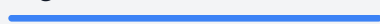


Python

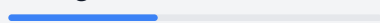


## Languages

English



Portuguese



## Profile

I am a Data Analyst with over 1 year of experience working in Excel, Tableau, and SQL. I have created various reports and dashboards for my team which has helped them to make data-driven decisions. My attention to detail ensures that all the information is accurate and up-to-date. Apart from this, I also create ad hoc analysis as per the requirement of my team members.

## Employment History

### Data Analyst at EPITEC, KY

Mar 2022 - Present

- Led the development of a data-driven pricing model that increased revenues by 10%.
- Implemented a new CRM system that reduced customer churn by 2%.
- Developed a forecasting model that improved accuracy by 5%.
- Created dashboards to track key performance indicators, which led to operational improvements in 3 departments.
- Wrote SQL queries to extract data for analysis, resulting in insights that saved the company \$100,000 per year.

### Data Analyst II at Kforce, KY

Jul 2021 - Jan 2022

- Led a team of 4 analysts in developing a new data model that improved data accuracy by 25%.
- Created a new process for tracking and analyzing customer behavior data that increased sales by 10%.
- Automated weekly reports using Tableau, reducing the time spent on report creation by 50%.
- Helped design and implement a new CRM system that saved the company \$100,000 per year in labor costs.
- Wrote SQL queries to extract data from multiple databases for ad-hoc analysis requests.

## Certificates

### Certified Data Analyst Professional (CDAP)

Nov 2020

### Certified Business Intelligence Analyst (CBIA)

Aug 2019

## Memberships

American Statistical Association

Institute for Operations Research and the Management Sciences