

Jorge Garciadiego

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Skills

- Programming: Python, Data Science Packages (NumPy, Pandas, Scikit-learn), VBA, SQL, HTML, CSS, JavaScript
- Excel: VLOOKUP, HLOOKUP, INDEX, MATCH, Power Query, Power Pivot, Macros
- Data Visualization: Plotly, Power BI, Tableau
- Languages: English(fluent), Spanish (native)

Certifications

- Data Science - BrainStation - Certificate ID: 830-798-343

WORK EXPERIENCE

Marsh Canada Limited- Toronto, Ontario

Insurance Data Administrator

February 2021 – Present

- Examine client requests and evaluate insurance policies and match the required insurance data for specific business projects of the client maintaining an efficiency rate above 90%
- Summarize insights using data exploration techniques mining over thousands of certificates and policies to draw the client profile
- Created a custom-make request form prototype with VBA macros that enable the brokers to tailor templates according to each client's insurance packages
- Launched a project to research patterns and trends in the company mailboxes with Python data analysis libraries to mine metadata from more than 10,000 monthly emails extracted with a VBA macro directed to identify trends and patterns of the email traffic
- Transform data to load and update the information of hundreds of certificates in bulk form into the system
- Coach and peer-mentoring new colleagues through the analytical and operational processes to complete more than 15 analysis cases per day
- Established a rate of 90% of cases completed meeting the SLA and reopened cases less than 10% in special handling accounts
- Optimize data cleaning and transformation for bulk issuance of hundreds of personalized certificates, letters, and auto id cards through mail merge procedures
- Test of system enhancements to validate software functionality and provide feedback to the IT department for the last two projects regarding certificates of insurance

Mexican Social Security Institute - Mexico, Mexico City

Financial and Economic Data Analyst Sr.

December 2012 – December 2018

- Wrote SQL queries to mine databases containing tables with more than 1 million records using joins and self joins elaborating reports for cross-functional team members
- Developed Python scripts to extract, load, transform and compare data from external sources reducing processing time by 50% of the budget transaction requests
- Implemented data visualization techniques to communicate budget performance indicators at regional, state and local levels summarizing thousands and tracking progress against budget targets
- Effected statistical analysis to identify trends in the Mexican economy contribute to the development and maintenance of the budget forecasting models providing insights to support the policy development
- Prepared data visualizations that described the distribution of the budget allocated to the 39 programs and the supply of more than 6,000 medical units reported in the annual report to the Mexican Congress
- Led the design and implementation of ETL (Extract, Transform, Load) processes to integrate the annual budget data of more than 1,000,000 records into the operation system
- Designed and maintained a database of contracts for medicines, healing material, equipment and vaccines to track all transactions related to about 10 thousand contracts and report the achievement of the budget goal
- Automated the method of evaluation of feasibility and financial impact of the modifications to the budget requested by the different stakeholders of the institute reducing processing time by 40%
- Led software development tests allowing a 50% increase in implementations in the production environment of budget operation developments during 2017 and 2018
- Maintained the catalogues used for all the reports prepared in the division, constantly updating close to 5,000 accounts and 7,000 business units

EDUCATION

Computer Programmer - Seneca College - Toronto, Ontario

Diploma

December 2020

Policy and Management of Technological Change – Instituto Politecnico Nacional – Mexico, Mexico City

Master (100% Credits, Pending Certificate)

Economics– Instituto Politecnico Nacional– Mexico, Mexico City

Bachelor's Degree