TATIANA MUÑOZ

Data and Business Intelligence Analyst

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Business Intelligence Analyst with a background in Engineering and Data Analytics and over 4 years of experience in the BPO, and oil & gas sectors. Proven achievements in productivity optimization, performance analysis, and data visualization using Power BI, SQL, and Six Sigma methodologies. Recognized for the ability to translate complex data into actionable insights that drive strategic decision-making. Has supervised up to 7 people and holds professional proficiency in English and Portuguese.

Work Experience

Business Intelligence Analyst II/ Reporting analyst bilingual   Mar 2021 - Present
Teleperformance | remote

- Utilized SQL to perform advanced queries, ensuring data accuracy and integrity for analytical purposes. Also managed and cleaned large datasets using Excel and Power BI to enhance decision-making processes across the organization.
- Delivered actionable insights that helped drive strategic decisions for the Pan-American market, improving operational efficiency.
- Created interactive dashboards in Power BI to visualize key business insights, trends, and KPIs. These dashboards played a critical role in uncovering actionable insights that allowed leadership to make data-driven decisions.
- Developed real-time, user-friendly dashboards that became central to monitoring business performance and supporting decision-making.
- Designed and presented executive-level reports, synthesizing KPI and metric analysis, helping to drive key business strategies and decisions.
- Produced clear and impactful presentations for senior management, which led to more informed and faster decision-making.
- Analyzed and tracked key business indicators, helping teams to adjust strategies based on performance trends and market conditions.
- Enabled efficient business strategy realignments by providing valuable insights into market performance metrics.

Geomechanical Analyst Technician   Dec 2022 - Mar 2025
SGS | OPS contract/ remote

- Responsible for monitoring and analyzing geomechanical data using EcoAGE software by Ecopetrol. Ensured the real-time integration of operational data and drilling parameters to support optimal decision-making during well operations.
- Improved the real-time monitoring process, ensuring data accuracy and aiding in more effective well management.

- Prepared daily reports detailing the interaction between drilling parameters and the geomechanical model. These reports were crucial in supporting strategic decision-making in well management and helping to reduce non-productive time (NPTs).
- Contributed to reducing NPTs by providing actionable insights and recommendations for operational adjustments.
- Performed trend analysis and correlation analysis between drilling variables using Excel, enabling the team to make informed decisions that optimized operations.
- Supported operational efficiency and reduced downtime by identifying key correlations and trends in drilling operations.

Core Skills

Python: Power BI, SQL, Excel, ECOAGE, Scrum, Jira, Python, Snowflake, Amazon connect, Salesforce.
Environments: Operations, Backoffice, Quality Assurance (QA), Workforce Management, Business Intelligence (BI)
IT Disciplines: Data analysis, Data visualization, Project Management (Agile/Scrum), Database Management (SQL), ETL
Industry knowledge: Pan american market, Oil & Gas Industry, BPO Industry
Skills Summary: Python, Power Query, VBA

Reporting & Presentations, Problem Solving, Teamwork, Six sigma, PSP

Education

Areandina   Aug 2025
 Business Administration

Universidad Industrial de Santander   Dec 2024
Master's Hydrocarbon Engineering

Universidad Industrial de Santander   Dec 2019
 Petroleum Engineering

Languages

Spanish, Portuguese, English (B2), Korean

Awards

Winner of the 2018 Innovate Ecopetrol Team Award – ECOPETROL-UNIRED   Dec 2018
ECOPETROL-Unired

Winning team of the Innovate Ecopetrol 2018 competition (ECOPETROL–UNIRED), presenting a novel electrocoalescence device for crude oil droplet separation in produced water

AAPG LACR IBA 2022 – Region Winners 1st Place – Latin America & Caribbean Region   May 2022
AAPG

Selected to represent Latin America & Caribbean in the Global Finals of the Imperial Barrel Award (IBA) 2022, sponsored by Chevron and organized by AAPG.

Certificates

IELTS B2 Certification

Data Science for all
correlation one training

Interests

data scientist