Gerardo Miron

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PROFESSIONAL SUMMARY

BI data analyst with 6+ years in financial services, fintech, and consumer credit/lending, using advanced SQL to turn large, complex datasets into dashboards, reporting, and clear recommendations that drive decisions. Partner across finance, product, operations, and engineering to translate business questions into self-service analytics, with strong attention to data quality.

WORK EXPERIENCE

Eliassen Group (Credit Karma) — Contract **September 2025 – Present**

Operations Data Analyst *Charlotte, NC*

- Investigate performance shifts — such as dispute closing trends and denial-rate changes — through trend and root-cause analysis, tracing issues to their source and delivering data-driven recommendations.
- Create and present the slide deck for the weekly operations metrics meeting — built the template, refresh it each week with the latest KPIs, and walk the VP and program managers through the trends, takeaways, and next steps.
- Write advanced SQL — including complex joins, CTEs, window functions, and query optimization — to extract and analyze large BigQuery datasets for operations and business teams.
- Build and maintain interactive dashboards and reporting in Looker Studio, Tableau, and Streamlit, translating business questions into clear metrics, insights, and recommendations for leadership.
- Partner with business and engineering teams in requirements-gathering sessions, quickly delivering draft solutions to refine and enabling self-service analytics through dashboards and documentation.
- Implement data-quality controls across reporting datasets, keeping the numbers business leaders rely on accurate and consistent.

TEKSystems (Bank of America) — Contract **April 2025 – July 2025**

Finance/Data Analyst *Charlotte, NC*

- Automated recurring financial reporting tasks using Excel VBA, improving processing efficiency and reporting accuracy.
- Simplified access to data by consolidating 10 API URLs into 2 through optimized query parameters, reducing endpoint complexity and improving usability for frontend integration.

Raymond James **June 2022 – April 2025**

Senior Data Analyst *St. Petersburg, FL*

- Managed the firm's security master — the central reference database for all securities-related data across Raymond James — as part of the data management team accountable for its accuracy and integrity.
- Monitored securities reference data through recurring data-quality checks, proactively identifying discrepancies and anomalies across the security master.
- Performed root-cause analysis on data discrepancies by tracing them through Oracle-based ETL pipelines, isolating the point of failure and determining and applying the appropriate fix.
- Wrote complex Oracle SQL to validate, reconcile, and correct securities data, safeguarding the integrity of a reference source relied on across the firm.

Citi **December 2021 – June 2022**

MIS/Data Governance Analyst *Tampa, FL*

- Gathered and translated business reporting needs into technical specifications, developing Power BI dashboards and visualizations that delivered decision-support to non-technical stakeholders.
- Consolidated data from multiple legacy sources into a centralized SQL Server (T-SQL) database for the LATAM team.
- Authored documentation of data sources, transformation logic, and calculation methodologies to ensure continuity and scalability.

U.S. Department of Veterans Affairs **October 2020 – December 2021**

IT Specialist *St. Petersburg, FL*

- Led development of an automated employee-recognition platform (PowerApps, Power Automate) reaching 10,000+ interactions within 24 hours of launch.
- Designed interactive Power BI dashboards for senior leadership, providing real-time visibility into workforce and human-capital metrics and answering strategic questions to enable data-driven decision-making across departments.
- Supported Human Capital Management teams with data validation and cleansing through standard ETL processes and SQL Server updates.

EDUCATION

University of Florida **December 2019**

M.S. in Information Systems and Operations Management — Gainesville, FL — Track: Business Intelligence and Analytics

Florida State University **Expected August 2028**

B.A. in Computer Science (In Progress) — Tallahassee, FL

University of Florida — *B.A. in Criminology and Law* **December 2017**

SKILLS & CERTIFICATIONS

Languages & Databases: SQL (BigQuery, Oracle, SQL Server/T-SQL), Python
BI & Visualization: Power BI, Tableau, Looker Studio, Streamlit
Data Workflow & Automation: Apache Airflow, Git/GitHub, Excel/VBA, PowerApps, Power Automate
Certifications: Data Management Capability Assessment Model (DCAM) V2, Securities Industry Essentials (SIE)