Fiorella Cortez

Data Analyst | Software Engineer

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SUMMARY

Software Engineering graduate with 3+ years of experience managing, transforming and analyzing data in telecom and education. I design and automate Power BI dashboards, consolidate multi-source data and build ETL and automation solutions with Python.

EXPERIENCE

Data Analyst · AULA 20 — Jan 2026 - Present

Systems Area · Education

- Consolidate and transform large volumes of academic data from multiple sources with Python, SQL and Power Query, ensuring quality and integrity, and manage databases in TablePlus for mass processing of grades.
- Design, automate and maintain Power BI dashboards (DAX measures, Power Query data models) to analyze surveys of teachers, tutors and service staff collected with Microsoft Forms and processed with Python.
- Build management reports and KPIs in Looker Studio and Power BI for management, treasury and the academic area, tracking daily progress, trends and deviations.
- Automate processes with Google Apps Script to reduce manual work across areas, including a staff attendance tracking dashboard for HR.
- Build per-user data models for campus directors to follow their own indicators (scholarship holders and debtors) for scholarship and collections management.
- Load academic data into institutional systems and deliver ad hoc analyses for admissions tracking and student progress.

Python · SQL · Power BI · DAX · Power Query · Looker Studio · Apps Script · TablePlus

Project Manager Assistant · YOFC Perú SAC — Apr 2023 - Oct 2025

LTO, Implementation · Telecom

- Managed mass processing of PRONATEL observations by developing Python scripts for automated data extraction, tracking KPI compliance and daily project progress.
- Implemented Google Apps Script automations in Google Sheets for categorization, organization and automatic report generation.
- Consolidated technical data from multiple regions (Arequipa, Áncash, La Libertad and San Martín), ensuring its quality and availability for client reporting.

Python · Google Apps Script · Google Sheets · KPI Tracking

Operations Assistant · Bitel Perú — Jul 2019 - Aug 2019

Operations Department

- Supported technical staff on fiber optic splicing and fault repair work.
- Generated daily technical activity reports and validated contractors' photographic documentation.
- Coordinated with shift teams to handle outside plant emergencies.

EDUCATION

Master's in Visual Analytics and Big Data — 2025 - 2026 (in progress)

Universidad Internacional de La Rioja (UNIR)

Bachelor's in Software Engineering — 2022

Universidad Nacional Mayor de San Marcos

SKILLS

Data analysis: Python, SQL, R, ETL processes, Data cleaning, Data modeling

Visualization: Power BI, DAX, Power Query, Looker Studio, Tableau, Google Analytics, Data storytelling

Tools: MySQL Workbench, TablePlus, Google Apps Script, Excel & Google Sheets, Power Automate, Microsoft 365, Google Cloud Platform, GitHub