

JUAN CAMILO SIERRA

BUSINESS ANALYTICS | OPERATIONS | DATA VISUALIZATION

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PROFESSIONAL SUMMARY

Economist and Business Analytics professional with 4+ years of experience across operations, market intelligence, financial services, and higher education. Recently advanced into an Amazon Process Assistant (L3) role, combining frontline operational leadership with hands-on analytics using SQL, Python, Excel, Power BI, Tableau, and R. Experienced in KPI tracking, process improvement, financial and economic analysis, and translating complex data into clear recommendations for technical and non-technical stakeholders.

CORE SKILLS

Analytics & BI: Business Analytics, KPI Reporting, Data Visualization, Dashboard Development, Trend Analysis, Process & Operations Analytics

Technical: Python, SQL, R, Excel (Advanced), Power BI, Tableau, Looker Studio, Stata

Data & Methods: Data Cleaning & Validation, Exploratory Data Analysis, Descriptive Statistics, Database Queries, Machine Learning Fundamentals

PROFESSIONAL EXPERIENCE

Amazon | San Diego, CA

Process Assistant (L3)

Aug 2026 – Present

- Selected for advancement from Fulfillment Associate to Process Assistant (L3), supporting shift execution across safety, quality, productivity, and staffing priorities.
- Coordinate floor workflow, communicate operating priorities, address barriers, and escalate risks to Area Managers to help maintain consistent process execution.
- Track operating metrics and combine real-time floor observations with data to identify defects, support root-cause follow-up, and improve day-to-day performance.

Amazon | Chula Vista, CA

Fulfillment Associate, SDM4

Nov 2024 – Aug 2026

- Processed inbound and outbound freight in a facility handling 10,000+ units daily, meeting or exceeding tracked rate targets during the first 90 days on floor.
- Identified and escalated recurring stow errors that had continued across prior shifts, helping prevent downstream mis-picks before peak operating hours.
- Maintained a strong safety record while proactively identifying slip and spill hazards before they resulted in incidents.

Nigal Inc. | San Ysidro, CA

Loan Specialist

Mar 2024 – Nov 2024

- Processed 30–50 pawn and loan transactions per shift from intake through documentation while maintaining near-zero error rates in a bilingual customer environment.
- Assessed collateral values using comparable market prices and consistent appraisal criteria to support risk-aware lending decisions.

University of San Buenaventura | Cali, Colombia

Professor

Jan 2022 – Jul 2023

- Taught econometrics, financial analysis, and macroeconomics, redesigning RStudio-based lab exercises for remote and asynchronous learning.
- Improved assignment completion from approximately 60% to more than 80% by creating targeted walkthroughs for high-error problem sets and applied analytical exercises.

Invest Pacific | Cali, Colombia

Market Intelligence Analyst

Jun 2022 – Oct 2022

- Produced 8 socio-economic investment briefs covering logistics, agribusiness, and manufacturing, supporting regional foreign direct investment pitch materials.
- Mapped 15+ prospective investors by cross-referencing trade databases and regional economic indicators, then prepared concise data profiles for business development outreach.
- Built a regional competitiveness scorecard in Excel comparing Valle del Cauca with 4 competing regions across infrastructure, labor costs, and incentive structures.

Eficacia | Cali, Colombia

Billing Analyst

Feb 2021 – Oct 2021

- Rebuilt payroll-data validation logic and standardized field formats across disconnected spreadsheets, increasing billing accuracy from 79% to 99% and reducing cycle time by 25%.

SELECTED ANALYTICS PROJECTS

Consumer Complaints EDA (2011–2024) | *SQL • Google Cloud • Looker Studio*
Analyzed 6.9M CFPB consumer-complaint records to identify post-2020 volume growth, major complaint drivers, and geographic hotspots across U.S. financial services data.

US Stocks Indicators | *Python • Scikit-learn • XGBoost • K-Means*
Built a machine-learning pipeline using 173 financial indicators (2014–2018), comparing Logistic Regression, Random Forest, SVM, and XGBoost and applying PCA, t-SNE, UMAP, and K-Means for segmentation.

Airline Flight Performance Analysis | *Tableau • Data Visualization • BI*
Developed an interactive Tableau dashboard using 98K+ synthetic airline records to analyze delays, cancellations, and on-time performance across operational dimensions.

EDUCATION

Pontificia Universidad Católica de Chile | Remote
Master's in Business Analytics 2026

University of San Buenaventura | Cali, Colombia
Bachelor's Degree in Economics 2021

SELECTED CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

Amazon Data Analytics 19 – Honors Certification — Correlation One 2026

DoD Cyber Sentinel Skills Challenge — Correlation One / U.S. Department of Defense 2025

Bloomberg Market Concepts — Bloomberg 2023

Financial Markets — Yale University / Coursera 2023

LANGUAGES

Spanish: Native • English: Intermediate (B1)