Samuel LORA

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Available immediately

EDUCATION

EDC Paris Business School – MSc, Data Science and Business Analysis
2024–2025

Master's Degree in Science. Puteaux, Ile-de-France

Relevant Coursework: Machine Learning (**ML**), Deep Learning (**DL**), Data Visualization with Power BI and Tableau, Natural Language Processing (**NLP**).

Technological Institute of Santo Domingo (INTEC) – Industrial Engineering
2018–2022

Bachelor's degree - GPA: 3,60. National District, Santo Domingo, Dominican Republic

- **Relevant Coursework:** Probability & Statistics, Process Optimization, Project management, Human Resources, Industrial Statistics.
- **Deputy-Director of Logistics of the Industrial Engineering Committee.**

WORK EXPERIENCE

Customer Success Analyst, Certideal (VC Technology)

Leading French business in refurbished and reconditioned electronic devices sales. Levallois-Perret, France.   *Nov. 2024 – Today*

- Responsible for customer satisfaction by resolving complaints and proactively identifying improvement opportunities.

Deputy Manager of Process Optimization Projects, Banco Popular Dominicano
Sept. 2021 – Sept. 2024

Biggest private capital bank of Dominican Republic. National District, Dominican Republic.

- Project structured work environment (agile methodology).
- Investigation and analyzation of multiple kinds of processes by performing
- Exploratory Data Analysis framework (focusing on observation of trends, cicles and descriptive measures), and closely observing and studying their respective activities.
- Proposition of improvement initiatives for investigated processes, and economic, operative and cultural impact calculation of the aforementioned.
- Use of VBA coding to improve process efficiency and reduce operational costs.
- Use of Power BI to monitor multiple dependencies KPIs

Audits Engineering Intern, Fresenius-Kabi
Mar. 2021 – Sept. 2021

Top medical devices manufacturer from Europe. San Cristobal Free Zone, Dominican Republic.

- Preparation, execution and management of internal audits.
- Findings drafting and management of observations.
- Work based on international standards ISO 9001, ISO 13485 and ISO 19011.

Operations Coordinator, Medyvita Pharmacy
Feb. 2018 – Today

Family-owned business. Currently assisting remotely. National District, Dominican Republic.

- Process documentation and standardization.
- Definition and evaluation of quality policies.
- Identification of growing, expanding and improvement opportunities.

PERSONAL PROFILE

Languages: Spanish (native), English (bilingual, TOEFL iBT certification), French (B1 level).
Attitudes: Passionate, fast-learner, proactive, people-person, extroverted, highly analytical, detail-oriented, public speaking.
Additional interests: Finance, Investments, Fitness, Music, Cooking.

TECHNICAL SKILLS & CERTIFICATIONS

Data Scientist with Python - Datacamp
2023

- NumPy, Pandas, Seaborn, MatPlotLib, scikit-learn.

SQL Server Developer - Datacamp
2023

- Databases management, query execution.

MS Power BI – Datacamp, Udemy
2023, 2021

- Dashboard creation, visualizations customization and relationships modelling.

Advanced MS Excel - Udemy
2021

- VBA Coding, Power Query, Power Pivot, Advanced formulas.