

# Benjamin Espinoza

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## SUMMARY

Business & Data Analyst with 6+ years of experience in business intelligence, data visualization, and digital transformation in banking, technical services, and mobility-related businesses. Specialized in KPI dashboards, scalable reporting, and data-driven decision-making using tools like Looker Studio, Power BI, and Google Cloud. Industrial Engineer with certified skills in analytics and continuous professional development.

## WORK EXPERIENCE

**Business Analyst**, 05/2023 - Current  
**Banco Internacional**

- Built a company-wide reporting and KPI system from scratch for the Innovation area, where performance tracking and outcome evaluation were previously nonexistent.
- Created over 20 dashboards for departments such as Innovation, Fraud, Sales, Product Owners, and Strategic Planning.
- Led and scaled a metrics team, automated processes using ETL pipelines and team-managed databases, ensuring data integrity and scalability.
- Transitioned to cross-functional squad as Business Analyst: user stories, testing, flows and dashboards.

**Data & Business Control Analyst**, 09/2021 - 04/2023  
**Lucas Diesel**

- Created a new data analytics function in a company lacking visibility due to shared finance with sister company.
- Delivered 30+ Power BI reports across operations, sales, inventory, procurement, automotive services and executive dashboards.
- Automated daily report delivery, saving up to 1 hour daily.
- Improved annual budgeting from 6 to 2 months over two years.

**Financial Performance Analyst**, 11/2019 - 08/2021  
**Heavenward Ascensores**

- Tracked KPIs and costs for modernization projects.
- Created dashboards in Excel and Power BI to support strategic decisions.
- Worked with technical and executive teams to improve customer data insights.

## LANGUAGES

**Spanish:** First Language

**English:** Upper Intermediate (B2), progressing toward C1

**French:** Beginner (A1)

## SKILLS & TOOLS

- **Data:** SQL, Excel, LookML
- **Visualization:** Power BI, Looker Studio, Tableau
- **Methods:** KPIs, Agile, dashboarding, storytelling

## CERTIFICATIONS

- Qlik Sense Designer
- Google Tag Manager (Basics)
- Linguaskill English B2
- SQL Certification
- SSIS Certificate
- Tableau & Tableau Prep
- Verified badges in Looker ML, SQL and BI tools (see: [credly.com/users/benmatias](https://credly.com/users/benmatias))

## EDUCATION

**International Diploma in Digital Transformation:** Digital Transformation, 01/2024

**Digital Bank LATAM** - Online program

**Diploma in Web Design & Programming :** Web Design & Programming, 01/2022  
**Fundación Telefónica & AIEP** - Santiago, Chile

**University Preparation Program :** English, 01/2022

**BYU PathwayConnect** - BYU Idaho Online

**Bachelor of Science in Engineering :** Industrial Engineering, 03/2021  
**University Of Valparaíso** - Santiago, Chile

## WEBSITES, PORTFOLIOS, PROFILES

- [www.benmatias.com](http://www.benmatias.com)
- [linkedin.com/in/benmatias](https://linkedin.com/in/benmatias)
- [www.credly.com/users/benmatias](https://www.credly.com/users/benmatias)