

Miguel Alejandro Fernández Arteaga

Data-Driven Operations & BI Specialist | ETL | Process Optimization

Software Engineering (in progress)

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PROFESSIONAL SUMMARY

Data-driven operations specialist with a strong foundation in software engineering (4 courses remaining for graduation) and business intelligence.

Experienced in designing automated data pipelines, KPI prioritization models, and Power BI solutions that drive operational and strategic decision-making.

Focused on improving efficiency, reducing operational risk, and aligning performance with business outcomes.

CORE SKILLS

- **Strategy:** KPI Design, Process Optimization, Decision Support
- **Business Intelligence:** Power BI, Advanced Excel
- **Data & ETL:** SQL (MSSQL, PostgreSQL, MySQL), Python
- **Operations:** WFM, SLA, AHT, Forecasting
- **Automation:** Power Automate

LEADERSHIP & COMMUNICATION

- Strong ability to translate complex data into clear, actionable insights for leadership.
- Experience leading operational discussions and presenting performance insights in high-pressure environments.
- Proven capability to challenge assumptions and drive constructive, data-driven conversations.
- Skilled in cross-functional collaboration, aligning stakeholders across operations, data, and business teams.
- Ability to maintain composure and clarity in complex decision-making scenarios.

PROFESSIONAL EXPERIENCE

WFM Analyst / Data & BI Specialist

Mouritech – GCC NHP | Costa Rica

Sep 2025 – Present

- Designed and implemented a KPI-based prioritization model in Power BI, improving service level performance by identifying high-impact operational risks.
- Built and optimized ETL pipelines integrating email, telephony, and CRM data, reducing manual processing and increasing data reliability.
- Developed executive-level summaries enabling leadership to make data-driven decisions.
- Identified inefficiencies in AHT, Service Level, and Occupancy, proposing mitigation strategies to improve alignment.
- Initiated integration between operational KPIs and financial impact to support profitability-driven decisions.
- Led structured discussions with leadership to address KPI inconsistencies, maintaining a data-driven and solution-oriented approach in complex conversations.

ITSM & Software Architecture Exposure (Part-Time)

Software Consulting Firm (Broadcom ITSM) | Costa Rica

2026

- Gained exposure to enterprise ITSM processes and system architecture practices.
- Participated in system design discussions, understanding service flows and architecture-level decision-making.

Real Time Analyst (WFM)

CSSCORP – Movate | Costa Rica
2022 – 2025

- Led forecasting, capacity planning, and real-time operations across global teams.
- Automated WFM processes, improving efficiency and reducing manual workload.
- Developed KPI monitoring frameworks for productivity and absenteeism.
- Facilitated operational meetings across global teams, ensuring alignment on performance and decision-making.

Junior Software Developer

CSSCORP – Movate

- Developed internal tools and simulations (HTML, CSS, JavaScript).
- Supported UI/UX improvements and debugging processes.

EDUCATION

Bachelor's Degree in Software Engineering (4 courses remaining for graduation)
Universidad Internacional de las Américas

ADDITIONAL

- Bilingual (Spanish / English – B2+)
- Experience with global teams (India, Philippines, China)