

ENRIQUE OLVERA

DATA ANALYST

Data-driven problem solver with a strong analytical mindset and a passion for continuous learning. I turn complex information into actionable insights and enjoy tackling challenges that push me to grow.

EDUCATION

Master in Business Intelligence
UNIR MEXICO, 2024

Associate Data Analyst.
Data Camp, 2023

Bachelor´s degree in International and Foreign Affairs. UNAM, 2018

CERTIFICATES

Big Data and Data Mining in BI.
Universidad Panamericana, 2023

Data Science Diploma.
Instituto Artek, 2022

LANGUAGES

Spanish (Native)
English (Full Professional proficiency)
German (Limited working proficiency)

CONTACT

+52 55 - 3083 -1166

GitHub | Enrique Olvera

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EXPERIENCE

KYC Supervisor

Broker XM, January 2023 - present

- Task assignment, KPI tracking, and training on updated policies.
- Proficient in using CRMs, screening tools, and databases.
- Proposal and implementation of process improvements and automation initiatives.
- Strong analytical skills, attention to detail, and team leadership capabilities.
- Development and maintenance of internal performance reports (KPIs).

Customer Experience Manager

Broker XM, July 2020 - January 2023

- Advised clients on financial products (FOREX, CFDs, Crypto, Commodities) while gathering and analyzing customer interaction data.
- Built dashboards in Excel to track customer satisfaction and service response time.
- Provided bilingual support (English-Spanish) at an international level, applying data to personalize client strategies.
- Identified trends in service tickets and suggested improvements based on recurring issues.

SKILLS

- Analytical and detail-oriented professional with hands-on skills in Python, SQL, PostgreSQL, Power BI, Excel, and Google Sheets.
- Strong critical thinking and business analysis abilities, with a structured approach to problem-solving and data-driven decision-making.
- Highly organized, adaptable, and curious, with strong communication skills and a continuous learning mindset.