

Melissa Garrido Sierra

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PROFESSIONAL SUMMARY

Results-driven Data & Analytics professional with 3+ years of experience across e-commerce, supply chain, and business intelligence environments. Proven track record of contributing to reimbursement processes exceeding USD 250K while delivering dashboards and automated reports that reduced manual work and improved decision-making. Proficient in SQL, Python, and Power BI, with hands-on expertise in KPI tracking, data modeling, and cross-functional stakeholder collaboration.

EXPERIENCE

Sellcord

Case Manager (Full-time)

Remote

Aug. 2025 – Present

- Managed multiple client accounts through Walmart Seller Center, ensuring compliance with marketplace standards.
- Created performance reports with data-driven recommendations; streamlined workflows using Monitask, Slack, and Google Workspace.
- Oversaw resolution of chargebacks and disputes; contributed to reimbursement processes exceeding USD 250K.

Tecnoglass (ES)

International Purchasing Specialist (Full-time)

Barranquilla, Colombia

May 2025 – Aug. 2025

- Managed end-to-end procurement across suppliers in the U.S., China, and Europe.
- Analyzed purchasing data in Excel for cost optimization and demand forecasting; monitored inventory to reduce stockouts.

Vyvoa Consulting LLC

Database Analyst (Freelance)

Remote

Sep. 2022 – Aug. 2025

- Maintained and cleaned large datasets; eliminated duplicates and inconsistencies across multiple data sources.
- Supported analytics workflows and contributed to consistent data models used across reporting tools.

Lean Solutions Group

Data Analyst (Internship)

Barranquilla, Colombia

Dec. 2023 – Jun. 2024

- Developed interactive Power BI dashboards to track KPIs; automated reporting and reduced manual work.
- Collaborated with stakeholders to translate business needs into BI solutions and identified operational improvement opportunities.

SKILLS SUMMARY

Languages: SQL, Python, JavaScript, HTML, CSS

Tools & Platforms: Power BI, Microsoft Excel, Google Workspace, Monitask, Slack

Data & Analytics: Data Visualization, KPI Tracking, Dashboard Development, Reporting, Process Optimization

Business: Stakeholder Relations, Documentation, Demand Forecasting, Supply Chain Management

EDUCATION

Universidad del Norte

Bachelor of International Business — GPA: 4.6/5.0 | Full Scholarship, Graduating with Honors

Barranquilla, Colombia

2019 – 2024

High School Maria Auxiliadora Norte

High School Diploma, Graduating with Honors

Barranquilla, Colombia

2012 – 2019

CERTIFICATIONS & TRAINING

Artificial Intelligence Bootcamp — MinTIC & Universidad Libre (2025)

SQL Complete Course — Udemy (2025) · Artificial Intelligence — MinTIC (2025)

Power BI: Data Analysis & Business Intelligence — Udemy (2024)

Advanced Excel & Financial Analysis — Platzi (2022) · Python Fundamentals — Platzi (2022)

LANGUAGES

Spanish: Native · **English:** Fluent — TOEFL C1 · **French:** Intermediate · **Italian:** Intermediate