

DIEGO ALONSO BUGARIN ESTRADA

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EDUCATION

Rennes School of Business, Campus Rennes, France	MSc in Data and Business Analytics Overall GPA: 3.6/4.0	June 2025
Tecnológico de Monterrey, Campus Monterrey, Mexico	Bachelor in Computer Science – Double Degree Program Overall GPA: 3.9/4.0	June 2025

EXPERIENCE

Johnson Controls – *Data Analyst Intern at Continuous Improvement Team*; Monterrey, Mexico June 2024 – December 2024
Provides smart, sustainable building solutions to optimize performance and efficiency across various industries.

- Automated Return Material Authorization (RMA) reporting for 100+ daily cases, reducing reporting time from 2 hours to 30 minutes and increasing report frequency from weekly to daily, ensuring timely follow-ups.
- Reduced 75% of daily pending RMAs with approved credit notes by consolidating customer service data from Salesforce and RMA status from SAP into a single Power BI dashboard, providing actionable insights and recommendations.
- Led Power BI implementation across 3 business units in Americas Customer Support with +50 employees, enhancing service performance tracking and quality insights, identifying improvement areas, and providing actionable feedback.
- Streamlined customer service performance evaluation by transitioning from manual Excel reporting (1 day) to an automated Power BI dashboard, providing real-time data processing and score visualization.
- Delivered standardized and cleaned credit notes reports across 4 business units using 3 different systems, streamlining data presentation for the Americas Customer Support Director on a monthly, semi-annual, and yearly basis.

Grupo Constructor Bugachi – *Budget and Business Analyst Intern*; Remote - Aguascalientes, Mexico August 2023 - February 2024
Construction company specializing in expansion, remodeling, and maintenance services for industrial warehouses.

- Developed Power BI reports for monthly budget and cost analysis of company projects exceeding \$50K, delivering actionable insights to enhance resource allocation and project profitability.
- Analyzed 5 years of historical data to identify high-value clients and projects with the highest bid success rates, enabling strategic targeting that led to a 17% increase in successful bids.
- Created the company's annual report, highlighting key performance indicators (KPIs), profit margins, costs, and projections, while identifying areas of improvement.

ACADEMIC PROJECTS

Web Application – English Assessment with Artificial Intelligence June 2023

- Developed a web application along with 3 students with React and RemixJS to evaluate the English level and hard skills of applicants and employees from Wizeline using AI.
- Designed and implemented the relational database in PostgreSQL deployed in S3 from Amazon AWS services.
- Led the back-end development by including audio and video recording, data storage, data display and connectivity to ChatGPT and Whisper APIs from OpenAI.

LEADERSHIP EXPERIENCE AND ACTIVITIES

Blue Steel Robotics Team – *Mechanical Leader* August 2019 – March 2020

- Led a team of 20 students in the mechanical division of the robotics team, ensuring the successful completion of the robot for participation in the FIRST Robotics Competitions in Monterrey, Mexico, and Chicago, USA.
- Spearheaded the mechanical team to secure the first two awards in the team's 5-year history.

HONORS

- Highest Honors of Excellence – High School Tecnológico de Monterrey, Campus Aguascalientes June 2020

ADDITIONAL INFORMATION

Computer Skills: Python, SQL, Typescript, JavaScript, C++, React, NextJS, Excel, Salesforce, SAP, Git, AWS, Vercel, Tailwind, HTML

Languages: Spanish – Native; English – C1 Advanced; German – Beginner; French – Beginner

Interests: Reading, Soccer, Table Tennis, Dance, Food

Work Eligibility: Eligible to work full-time in the U.S. with visa TN and H-1B.

Eligible to work full-time in France with visa VLS-T.