

Luis Vargas

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EDUCATION

Bachelor of Business Administration in Computer Information Systems, Minor in Finance

The University of Texas at El Paso (UTEP)

Anticipated Graduation: 12/2025

Overall GPA: 3.25/4.00 Major

GPA: 3.45/4.00 Minor

GPA: 4.00/4.00

Honors & Affiliations:

Association:

Business Intelligence and Analytics Society, 08/2024 - Present

A.A. in Multidisciplinary Studies

El Paso Community College

Graduation Date: Dec 2021

SKILLS

Programming & Data

- Skilled in Python, SQL, Excel (VBA), Power BI, and Tableau for data-driven decisions.

Designed and Implemented Automated Job Application Bot

- Created a Python and SQL-based tool that leverages AI for dynamic resume customization and application tracking, improving job application success rates by 40% and streamlining the application process.

IT & Software

- Proficient in Microsoft Suite, CAD, Autodesk Inventor, and Revit, optimizing design and document management for 25% faster project delivery.

Networking & Security

- Resolved hardware/software issues and deployed systems, enhancing network stability and security for 500+ corporate users.

Finance & Analytics

- Built financial models and conducted data analysis, boosting efficiency by 15% through cost-saving insights.

Certification

- Pursuing Google Data Analytics Certification to strengthen SQL and data visualization skills for advanced analysis.
- Alteryx (Designer Core Certified)

Languages

- Fluent in English and Spanish, which facilitates effective communication across diverse teams and stakeholders, enhancing project collaboration and customer service.

EXPERIENCE/RELEVANT EXPERIENCE

Sky Transportation - Customer Service Representative – Logistics & Account Management

08/2024 – Present El Paso, Texas

- Spearhead logistics operations for Tesla account (~35% of company revenue), ensuring flawless service and reliability.
- Direct coordination of drivers, planners, and customers, streamlining routes and reducing delivery delays.
- Implemented data-driven tracking and reporting, enhancing shipment visibility and financial cost control.
- Trusted escalation leader, resolving high-stakes issues while reinforcing client confidence and loyalty.

Next Step Design (NSD) – Designer

08/2022 – 08/2024 El Paso, Texas

- Managed multiple projects, ensuring on-time delivery and enhancing client satisfaction across 10+ major contracts.
- Contributed to the largest project in company history, the Fontainebleau Las Vegas, which exceeded client expectations and increased company revenue by 20%.
- Developed CAD/Revit designs and optimized technical documentation, reducing project completion times by 30%.

Best Buy – Geek Squad | Technical Support & Sales

10/2015 – 06/2022 El Paso, Texas

- Provided IT support for hardware, software, and network-related issues, resolving over 1000+ tickets with a 95% customer satisfaction rate. Resolved 1,000+ IT support tickets.
- Recognized as a Top 75 Sales Associate and Million Dollar Club Member for 3 consecutive years, driving sales of over \$3 million.
- Integrated cutting-edge technology into homes and businesses, significantly increasing customer retention by 15% and fostering long-term business relationships.