JONATHAN LUNA

DATA AND BI ANALYST
São Paulo, São Paulo – Brazil

SUMMARY

With over two years of experience in the research field and over two years in development field, acting as a chatbot developer and data analyst.

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SKILLS

Languages	Spanish (native) · Portuguese (fluent) · English (advanced)
Programming	Python · JavaScript · R
Back-End	Node.js · Django
Database	PostgreSQL · SQL Server · MySQL · MongoDB
Business Intelligence	Microsoft Power BI
Infrastructure	Docker · Github
Design	UI/UX · Figma · Conversational Flows (chatbots)
Integration	API · Rest · Postman
Management	Agil Methodologies · Scrum
Qualitative research	Text processing · Atlas.ti · Regex

EXPERIENCE

Smarters — São Paulo, Brazil
CHATBOTS' DATA ANALYST — Nov. 2021 – Nov. 2023

· Implementation of chatbots' NLP understanding capabilities, involving project planning, development, and performance analysis.
· Development of Natural Language Processing (NLP) for chatbots in Portuguese, Spanish, and English.
· Utilization of a low-code platform that employs Regex patterns to deploy chatbots' understanding capabilities.
· Experience with integration systems, connecting chatbots to clients' environments through API connections.
· Use of Postman to testing and configuration of APIs for chatbot integration.
· SQL for analyzing the NLP database, particularly with PostgreSQL.
· JavaScript for creating visualizations and dashboards using Apache's E-charts models.
· Creation of interactive reports with analytical insights.
· Presentation of reports to the commercial area and to Portuguese and Spanish-speaking clients.

Instituto de Estudios Ecuatorianos — Quito, Ecuador
DATA ANALYST AND RESEARCH ASSISTANT — Nov. 2020 – Jul. 2021

· Search, modeling, and data processing on the impact of civil society organizations on the economy and agrarian policy in Ecuador.
· Analytical insights.
· Statistical analysis of social indicators using SPSS software.
· Data analysis with Python's libraries.

· Elaboration of maps of social actors for academic essays and reports.
· Utilization of Atlas.ti for qualitative text analysis.

Instituto de Estudios Ecuatorianos   Quito, Ecuador
RESEARCH ASSISTANT - INTERSHIP   Oct. 2019 – Feb. 2020

· Analysis of the productive and economic system of the Ecuadorian agricultural sector.
· Search and analysis of newspapers.
· Data organization in Excel.
· Writing academic reports.

EDUCATION

Universidade de São Paulo   São Paulo, Brazil
DOCTORATE DEGREE IN SOCIOLOGY   2024 – 2027
· Research interest: Data analysis · Artificial Intelligence · I.T Tools for scientific research · Statistics.
· Tools: Data analysis with Python · Non-structured databases (MongoDB) · Structured databases (SQL)

Universidade de São Paulo   São Paulo, Brazil
MASTER'S DEGREE IN SOCIOLOGY   2022 – 2024
· Research interest: Data analysis · Artificial Intelligence · Statistics
· Transfer to the Direct Doctorate program.

Universidad Central del Ecuador   Quito, Ecuador
BACHELOR'S DEGREE IN SOCIOLOGY   2016 – 2021
· Final curse work: Digital communication and digital media.

CERTIFICATIONS

Customized Research Design Laboratory for PPGS (Postgraduate Program in Sociology)   *Dec. 2023*
Universidade de São Paulo / CEBRAP (24h - Synchronous online classes)

Introdução à ciência de dados com R   *Jun. 2022*
Universidade de São Paulo (8h - Face-to-face classes)

Certificado de Proficiência em Língua Portuguesa para Estrangeiros (Celpe Bras)   *Mar. 2022*
Instituto Nacional de Estudos e Pesquisas Educacionais Anísio Teixeira (Inep)

Health of Border Populations   *Mar. 2021*
Fundação Oswaldo Cruz – Universidade Aberta do SUS (UNA-SUS) (30h - Online).

English Level: A2.2   *Dec. 2019*
Universidad Central del Ecuador (Face-to-face classes)

Democracy and Public Decisions. Introduction to Public Policy Analysis   *May. 2019*
Universitat Autònoma de Barcelona (24h - Online)

Digital Humanities   *Dec. 2018*
Universitat Autònoma de Barcelona (24h - Online)

Proficiency in computer tools management (Office package)   *Jan. 2018*
Universidad Central del Ecuador (70h - Face-to-face classes)