IGNACIO DE PABLO

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Data Analyst • Bilingual (English / Spanish) • Fintech & Operations

PROFESSIONAL SUMMARY

Bilingual data and operations professional with 7+ years in fintech, combining hands-on analytical work with deep knowledge of payment systems, merchant operations, and cross-functional workflows. Experienced in surfacing insights from transactional and support data to drive decisions, reduce risk, and improve processes. Currently completing a B.S. in IT (WGU) and a Data Analytics Bootcamp, with active skills in SQL, Python, Excel, and Tableau. Fluent in English and Spanish.

CORE COMPETENCIES

SQL • Python • Excel (PivotTables, VLOOKUP, data cleaning) • Tableau • Data Quality Auditing • Root Cause Analysis • Reporting & Dashboards • Salesforce CRM • Workflow Optimization • Cross-functional Collaboration • Bilingual (English / Spanish)

EXPERIENCE

Bilingual Financial Support Analyst | Gravity Payments | Seattle, WA   *Mar 2023 – Mar 2024*

- Analyzed transactional, billing, and settlement data across a portfolio of 12,000+ merchants to identify discrepancies, prevent revenue leakage, and improve financial accuracy.
- Built recurring financial and operational reports covering fees, chargebacks, and settlements, providing leadership with clear visibility into portfolio health.
- Identified recurring customer pain points through structured analysis of support and financial data, directly informing operational improvement priorities.
- Documented optimized investigation and resolution workflows, reducing average case resolution time and improving team consistency.
- Served as primary escalation point for 900+ Spanish-speaking merchants, resolving complex account and payment issues with a focus on retention.
- Collaborated cross-functionally with Finance, Risk, Support, and Sales teams to resolve high-impact issues and streamline operations.

Bilingual Customer Success Engineer | Gravity Payments | Seattle, WA   *Dec 2016 – Mar 2023*

- Founded and built the Spanish-language merchant support program from the ground up, growing the portfolio from ~250 to 900+ merchants and establishing workflows, documentation, and training practices.
- Trained and mentored 4 bilingual support agents, creating onboarding materials and quality standards for the Spanish-language team.
- Handled ~30 support tickets per day covering POS systems, terminal integrations, and PCI compliance across a high-volume merchant environment.
- Analyzed support metrics and trends to identify improvement opportunities, contributing to measurable reductions in churn among Spanish-speaking merchants.
- Created and maintained internal documentation that improved resolution consistency and accelerated onboarding for new team members.
- Partnered with Engineering, Risk, Finance, and Sales to resolve escalations and support merchant operations end-to-end.

Retail Operations Manager | Camille de Le Mans | Madrid, Spain   *May 2014 – Jul 2016*

- Led a team of 10 associates, improving operational efficiency and expanding online engagement with measurable gains in productivity and staff retention.

Executive Assistant | Mujeres por África Foundation | Madrid, Spain   *Apr 2012 – May 2014*

- Coordinated logistics, communications, and high-profile events involving government and international institutions.

EDUCATION

B.S., Information Technology — Western Governors University | *Expected completion 2026 — final course in progress*

Relevant coursework: Web Development (HTML, CSS, JavaScript, APIs), Data Management, Project Management, SQL, Python

Data Analytics Bootcamp — Currently Enrolled | *2025–2026*
Skills developed: Excel (data cleaning, PivotTables, advanced formulas), Tableau (dashboards, KPIs, calculated fields, reference lines), SQL, Python. Projects include data visualizations of real-world public datasets.

CERTIFICATIONS

CompTIA Security+ • CompTIA Network+ • CompTIA A+ • PMI CAPM • ITIL 4 • AWS Cloud Practitioner • Google IT Support Professional

LANGUAGES

English — Fluent | Spanish — Native