

JONATHAN LUNA

DATA AND BI ANALYST

São Paulo, São Paulo – Brazil

SUMMARY

Data and Business Intelligence Analyst studying a Doctorate degree in Sociology at the Universidade de São Paulo (USP – FFLCH).

With over two years of experience in the social research field and over two years in development and data analysis, acting as a data analyst and NLP developer for chatbots.

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SKILLS

Languages	Spanish (native) · Portuguese (fluent) · English (advanced)
Programming	Python (basic) · JavaScript (basic) · R (basic)
Database	SQL (intermediate)
Business Intelligence	Microsoft Power BI (basic)
Infrastructure	Docker (basic)
Design	UI/UX · Figma · Conversational Flows (chatbots)
Integration	API · Postman (basic)
Management	Agil Methodologies · Scrum
Qualitative research	Text processing · Atlas.ti · Regex

EXPERIENCE

Smarters

São Paulo, Brazil

NLP ANALYST FOR CHATBOTS

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

SOCIAL 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.
- Bibliographic research.
- Statistical analysis of social indicators using SPSS software.

- Textual analysis of large volumes of journals using Python's web scraping 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

SOCIAL RESEARCH ASSISTANT - INTERSHIP

Oct. 2019 – Feb. 2020

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

EDUCATION

Universidade de São Paulo

São Paulo, Brazil

DOCTORATE DEGREE IN SOCIOLOGY

2024 – 2027

- Research interest: Data analysis · Digital Sociology and Artificial Intelligence · I.T Tools for scientific research.
- Tools: Web scraping 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: Labor market · Political violence · Digital Sociology and Artificial Intelligence
- Transfer to the Direct Doctorate program.

Universidad Central del Ecuador

Quito, Ecuador

BACHELOR'S DEGREE IN SOCIOLOGY

2016 – 2021

- Final course work: Research of the digital communication in the political violence context

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)