

# HUGO SUERO

Data and Business Process Consultant

305 340 1671

hsuero@students.kennesaw.edu

Marietta, GA

/in/hugosuero/

## SUMMARY

Business Engineering graduate specialized in Data Analytics and Process Management, with 8+ years of experience managing business operations and leading the strategy and implementation of technology solutions to optimize business processes across healthcare, consulting, and infrastructure sectors. Strong analytical vision and attention to detail, combined with excellent problem-solving skills and the ability to foster collaboration within cross-functional teams.

Passionate about statistics and data-driven decision-making, with a strong interest in building data products that empower organizations to make informed, impactful decisions.

## SKILLS

**Methods & Frameworks:** Statistical Analysis, Machine Learning, Data Visualization, CRISP-DM, Business Process Management (BPM), Business Process Reengineering (BPR), Agile, Strategic Planning (OKR, KPI, Balance Scorecard, Strategic Map, SWOT), ETL Framework, Web Development, ABC Costing.

**Tools:** Azure (SQL, App Services, Servers), Power BI, RapidMiner, Git, Bizagi, QPR Metrics, MS Project, Excel.

**Coding:** SQL, VBA, DAX & M, R, SAS, Python, JavaScript, CSS, HTML.

**Languages:** English - Advanced (C1), Spanish - Native

## PROJECTS

12/2024 **Applied Thesis: Digital Transformation Implementation to Increase Customer Value in a Medical Service Provider Company** **San Ignacio de Loyola University (Peru)**  
Investigated the impact of digital transformation on customer value in a medical services company. Using Design Thinking, cloud technologies, APIs, and data analytics, the project redesigned key processes to optimize response times and information flow. The study hypothesized that increased operational efficiency would enhance service quality and unlock new revenue opportunities.

## EXPERIENCE

1/2025 – 12/2025 **Graduate Research Assistant** **Kennesaw State University (USA)**  
• Developed a predictive model to identify students at risk of dropping out of school.  
• Designed an interactive geographical interface to map the nursing professional market, including provider universities and consumer health institutions.  
• Processed and analyzed data from a national nursing exam, contributing to an academic paper in progress.  
Statistical Analysis / Data Visualization / Machine Learning / Power BI / R / Python

4/2019 – 4/2020 **Junior Consultant** **Methodologies and Systems (Peru)**  
• Planned, controlled, and prepared deliverables in over 3 strategic management, mentoring, and business problem-solving projects.  
• Managed relationships with over 15 stakeholders of the projects in charge, including IT, commercialization and project managers.  
• Developed over 3 internal business processes focused on managing tech service tickets.  
• Actively participated in over 30 meetings with the CEO regarding strategic decisions of the company.  
Strategic Planning / Agile / BPM / BPR / QPR Metrics / Bizagi / MS Project

9/2017 – 8/2024 **Founder, General Manager & Development Lead** **Sniper Tech (Peru)**  
• Managed daily operations over 7 years, including resource allocation, budgeting, and policy development, ensuring optimal efficiency and productivity.  
• Led the design, development, and implementation of technology solutions over 3 years, including analytical products, databases, and applications, to improve business processes and client offerings.  
• Recruited and trained over 20 employees, and led cross-functional teams of over 5 people, fostering a collaborative work environment and promoting professional development.  
• Engaged with over 30 B2B clients to understand needs, ensuring technology solutions aligned with business objectives and enhanced client satisfaction.  
BPM / BPR / Strategic Planning / Data Visualization / ETL Framework / Web Development / Azure / Power BI / Git / Bizagi / Excel / SQL / VBA / DAX / M / Python / JS / CSS / HTML

1/2017 – 9/2017     **Professional Intern - Energy Division**     **Acres Investments Peru S.A. (Peru)**

- Produced nine monthly accounting reports to monitor project costs, expenses, and investment contributions.
- Reviewed technical studies in preparation for the Environmental Impact Study Observation Removal report submitted to the Ministry of Energy and Mines (2-month engagement).
- Supported logistics and execution of social campaigns in rural communities affected by the project; contributed to 8 trips, including direct participation in one.
- Prepared four research reports on the Peruvian energy sector to support technical training and knowledge development for interns.

MS Project   /   Excel   /   VBA

## EDUCATION

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8/2024 – 5/2026     **Master of Science in Data Science and Analytics**     **Kennesaw State University (USA)**  
2 Year Degree     Statistical Analysis   /   Machine Learning   /   Data Visualization   /   ETL Framework   /   R   /   SAS   /   Python  
On Site

8/2022 – 11/2022     **Specialization Program in Analytics and Business Intelligence**     **Pacifico Business School (Peru)**  
81 Lecture Hours     Machine Learning   /   CRISP-DM   /   Data Visualization   /   Agile   /   ETL Framework   /   Power BI   /   Rapid Miner  
On Site     /   DAX & M

1/2022 – 4/2022     **Program in Business Analytics**     **The Wharton School (USA)**  
36 Lecture Hours     Statistical Analysis   /   Excel  
Online

11/2018 – 7/2019     **Specialization Program in Business Intelligence and Data Analytics**     **Cibertec Technological Institute (Peru)**  
180 Lecture Hours     ETL Framework   /   CRISP-DM   /   Agile   /   Azure   /   Power BI   /   SQL   /   VBA   /   DAX & M  
Hybrid

9/2018 – 7/2019     **High Specialization Program in Process Management**     **ESAN Graduate School of Business (Peru)**  
212 Lecture Hours     BPM   /   BPR   /   Strategic Planning   /   ABC Costing   /   Bizagi  
On Site

3/2012 – 12/2016     **Bachelor's in Business Engineering**     **San Ingacio de Loyola University (Peru)**  
5 Year Degree     Hybrid Bachelor between Industrial Engineering and Computer Science  
On Site

## REFERENCES

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### USA References

Dr. Jennifer Wade-Berg  
Professor of Human Services  
Kennesaw State University  
Email: JWadeber@kennesaw.edu  
Relation: Direct Supervisor

### Abroad References

Available upon request.