

Emilio Luna Pérez

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Professional Summary

IT Business Analyst and Technical Lead with experience delivering technology solutions for insurance and financial operations at Nissan Renault Finance Mexico. Skilled in requirements management, data analysis, SQL, Python automation, executive reporting, system integration, data migration, vendor coordination, and CMDB administration. Experienced in translating business needs into functional and technical solutions, coordinating cross-functional stakeholders, and improving operational processes through automation and data-driven insights. Currently pursuing a Master's degree in Data Science and Artificial Intelligence.

Professional Experience

IT Business Analyst - Business Applications, Nissan Renault Finance Mexico – Aguascalientes, Mexico Dec 2024 – present

- Serve as Business Analyst and Technical Lead for technology initiatives supporting insurance and financial operations, coordinating business stakeholders, technical teams, vendors, and external partners.
- Gather, analyze, document, and manage functional and technical requirements, translating business needs into system enhancements, integrations, and operational solutions.
- Use SQL, data analysis, and reporting tools to extract, validate, and analyze operational information for executive reporting and data-driven decision-making.
- Coordinate system integrations and connectivity with insurance providers, defining validations and controls to maintain data accuracy, consistency, and process integrity.
- Support data migration through data mapping, validation, reconciliation, issue management, and coordination with business and technical teams.
- Coordinate testing, releases, production support, incident resolution, service transition, and operational readiness following ITIL and SDLC practices.
- Manage vendors throughout requirements analysis, development, testing, release, and post-production support.
- Maintain application and configuration information in the CMDB and automate recurring reports and operational activities to improve efficiency.

Software Development Intern - PMO Department, Nissan Renault Finance Mexico – Aguascalientes, Mexico Mar 2024 – Nov 2024

- Designed and implemented Python-based automation solutions to optimize business processes, reduce repetitive activities, and improve data-processing efficiency.
- Supported the development of internal applications and digital tools for financial and administrative process management.
- Participated in requirements analysis, process documentation, software testing, report preparation, and coordination of technology initiatives.
- Identified automation and continuous-improvement opportunities supporting the PMO's digital transformation objectives.

Data Management and Technical Support Assistant, Tourism Secretariat of the State of Aguascalientes – Aguascalientes, Mexico Aug 2023 – Feb 2024

- Reviewed and validated tourism information to maintain data accuracy, consistency, and availability.
- Supported data analysis and report preparation for operational monitoring and departmental decision-making.
- Provided technical assistance and helped resolve data and technology-related issues.

Research Assistant - Mobile Application Development, Autonomous University of Aguascalientes – Aguascalientes, Mexico Aug 2023 – Feb 2024

- Collaborated in the design and development of a mobile application for therapeutic process support.
- Contributed to requirements analysis, data management, process design, application functionality, and software testing.
- Supported the structuring and analysis of application data to improve monitoring and research activities.

Junior Mobile Application Developer, A24 Design Studio – Aguascalientes, Mexico Jan 2023 – Aug 2023

- Developed and maintained mobile applications, contributing to requirements analysis, solution design, implementation, testing, and deployment.
- Integrated mobile applications with backend platforms through REST and SOAP services, enabling reliable data exchange and system interoperability.
- Collaborated with technical and functional teams to troubleshoot integrations, improve application functionality, and enhance user experience.

Engineering Trainee, SoftServe – Mexico - Remote Mar 2023 – July 2023

- Contributed to application design, requirements analysis, feature implementation, testing, and continuous improvement.
- Worked within an Agile software-development environment while collaborating with technical mentors and other trainees.

Selected Internal Projects

Broker Up Insurance Core Implementation – Nissan Renault Finance Mexico Oct 2025 – Oct 2026

- Served as Technical Lead and Business Analyst for the implementation of Broker Up, Anzen's new insurance core platform.
- Led requirements management, integration definition, vendor coordination, stakeholder alignment, and testing activities.
- Coordinated connectivity and functional validation with multiple insurance carriers, supporting production implementation and operational readiness.

OCR-Based Invoice Processing Automation – Nissan Renault Finance Mexico Oct 2026 – present

- Contribute to an accounts payable automation solution that uses OCR to extract and validate information from IT invoices and purchase orders.
- Support requirements analysis, process design, system integration, testing, and stakeholder coordination.
- Help improve data accuracy, streamline invoice processing, and reduce repetitive manual activities.

Education

Panamerican University, Master's Degree in Data Science and Artificial Intelligence – Mexico 2026 – present

- Graduate studies focused on Machine Learning, statistical analysis, predictive modeling, data mining, and applied Artificial Intelligence.

- Academic background in software engineering, algorithms, databases, Artificial Intelligence, mathematics, and intelligent computing.
- Represented the university in regional International Collegiate Programming Contest competitions.

Technical Skills

Data Analysis and Business Intelligence: SQL, Power BI, Tableau, DAX, advanced Excel, exploratory data analysis, data validation, KPI definition, executive reporting, and report automation.

Programming and Automation: Python, pandas, NumPy, scikit-learn, R, JavaScript, Node.js, scripting, process automation, Git, and GitHub.

Machine Learning and Artificial Intelligence: Machine Learning fundamentals, regression, classification, clustering, predictive modeling, Generative AI, Large Language Models, and AI-assisted solution development.

Databases and Data Platforms: Microsoft SQL Server, MySQL, SQLite, MongoDB, Snowflake, Apache Spark, data querying, data migration, data validation, and database integration.

Cloud and System Integration: Microsoft Azure, Amazon Web Services, Firebase, REST APIs, SOAP services, web services, Flask, Django, and system integration.

Business Analysis and IT Governance: Requirements management, functional analysis, process design, vendor management, stakeholder coordination, CMDB administration, ServiceNow, ITIL, SDLC, Scrum, Azure DevOps, and Jira.

Microsoft Technologies: Power BI, Power Apps, Power Automate, SharePoint, Microsoft Office, SQL Server, and executive PowerPoint presentations.

Industry Knowledge: Insurance core platforms, insurance products, financial products, accounts payable processes, data-quality controls, system integrations, and operational support.

Certifications

Google Data Analytics: Google, 2024

Insurance Diploma: CONDUSEF

Full Stack Developer - JavaScript: Santander

Full Stack Developer - Java: Santander

Projects and Achievements

Base Bank Hackathon - Financial Product Recommendation System Nov 2022

- Developed a personalized financial product recommendation solution based on customer information and reached fourth place as a finalist.

International Collegiate Programming Contest 2022 – 2024

- Competed at the regional level representing the Autonomous University of Aguascalientes, solving algorithmic and mathematical problems under time constraints.

INCYTEA Hackathon - Real-Time Incident Reporting Application Mar 2023

- Led the development of a mobile application for real-time incident reporting for the Institute of Science and Technology of Aguascalientes.

Etsy Talent Network Hackathon Oct 2022

- Developed the front-end of an application promoting Etsy among Mexican artisans and achieved third place in the Accessibility category.

Languages

Spanish: Native

English: Full Professional Proficiency

French: Basic

Portfolio

Online Portfolio: portafolio.emilioluna.com