

# Cesar Lopez

## Business Analyst | Data-Driven Problem Solver

Edinburg, TX • 956-376-3945 • celopez1995@gmail.com • linkedin.com/in/ceezertheking • github.com/MidnightGato • cesarlopez.dev

### SUMMARY

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Business Analytics student and independent SaaS founder with hands-on experience turning raw data into actionable insights. Skilled in SQL, Excel, Tableau, and Python. Proven track record of identifying patterns, building dashboards, and delivering solutions that improve business decision-making. Bilingual English/Spanish, learning Japanese.

### EXPERIENCE

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#### Founder & Business Analyst | Gato Business Intel LLC (Legacy Analytics) *May 2026 – Present*

Rio Grande Valley, TX • Independent SaaS Product

- Built and launched Legacy Analytics, a bilingual business analytics SaaS for family-owned businesses using Next.js, TypeScript, Supabase (PostgreSQL), and Recharts.
- Designed a data model spanning 7 analytics tools (sales, expenses, cash flow, tax tracking, funding, succession, reviews) with row-level security and automated feature provisioning.
- Conducted market research with local RGV business owners, translating qualitative feedback into product features and go-to-market strategy.
- Developed a business health score algorithm evaluating 8 operational vitals to help owners prioritize improvements.

#### Bilingual Quality Service Associate | Conserve (IRS Contractor) *May 2025 – May 2026*

Remote

- Analyzed taxpayer financial situations across 100+ accounts monthly to identify resolution strategies and repayment options.
- Identified patterns in financial documentation and case history to recommend compliance outcomes, improving resolution efficiency.
- Conducted investigative research and skip-tracing across multiple internal systems while managing bilingual (EN/ES) communications.

#### Escalation Supervisor / CSR | Advanced Call Center Technologies *Jan 2025 – May 2025*

McAllen, TX (Remote)

- Promoted to Escalation Supervisor within two months, managing complex cases for a California state benefits program.
- Analyzed account transactions to identify discrepancies, unauthorized activity, and fraud indicators.
- Documented recurring case trends and collaborated with internal teams to improve resolution workflows.

#### Operations Manager | CRH Prints *Aug 2021 – Dec 2024*

Elsa, TX

- Managed operations for a print manufacturing business: production scheduling, budgeting, vendor management, and B2B sales.
- Built pricing models and project cost trackers in Excel to support profitability decisions and quote generation.
- Monitored sales performance, inventory, and operational costs; used data to guide purchasing decisions and reduce waste.

### EDUCATION

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#### Bachelor of Science, Business Analytics | University of Texas Rio Grande Valley *Expected May 2027*

Robert C. Vackar College of Business & Entrepreneurship • Edinburg, TX

**Relevant Coursework:** Business Statistics, Data Modeling & Management, Financial Accounting, Managerial Accounting, Global IT

#### Associate of Business Administration | South Texas College, McAllen, TX *Completed*

### TOOLS & TECHNOLOGIES

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**Data & Analytics:** SQL, Excel (advanced), Tableau, Power BI, Python, R

**Databases:** Supabase (PostgreSQL), Microsoft Access, Data Modeling, Data Cleaning, Dashboard Reporting

**Development:** TypeScript, Next.js, Recharts, Git

### CERTIFICATIONS & LEADERSHIP

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**Google Data Analytics Professional Certificate** | Coursera | 2022

**Membership Director, Board of Directors** | Side Hustle Society, UTRGV | 2026