Javier Moraga

Analytics Engineer

Complementary capabilities: Senior Data Analyst · Data Engineer

Santiago, Chile · Open to relocation
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Summary

Analytics Engineer with 12 years in telecom, aviation and healthcare data. I turn business rules into reviewable SQL models, data quality checks and reporting on BigQuery and Dataform, and I currently lead the migration of legacy SAS analytics to BigQuery. A background in business reporting means I start from the decision a number has to support, and I check the result against its source.

Skills

- **Data modeling and transformation:** SQL, BigQuery, Dataform, SQL Server (ETL and maintenance)
- **Orchestration and migration:** Cloud Composer / Apache Airflow, SAS (legacy analysis and migration), data lake reconciliation
- **BI and reporting:** Looker Studio, Looker, Power BI, Excel (advanced formulas)
- **Data quality:** reconciliation between sources, population and metric definitions, parallel-run validation with users
- **Ways of working:** AI-assisted engineering with human review, documentation and handover, Jira
- **Languages:** Spanish (native); English for written work, indicator presentations and work with offshore development teams

Experience

Clínica Alemana · Santiago, Chile

Data Support Analyst
May 2025 - Present

- Lead the migration of legacy SAS analytics to BigQuery with one colleague: read every SAS program, move source data from the warehouse to the data lake with integrity checks, translate and reconcile each process, and run parallel dashboards so users validate their new reports before the SAS jobs are retired. Completed processes have been retired from SAS; the migration continues.
- Report progress weekly to the directorate's manager and review my colleague's work against data-governance and code-evidence rules.
- Cut the lead time for a new medical template from about a month to under an hour, including configuration and validation, with a metadata-driven framework whose rules and acceptance criteria I defined. Medical teams use the resulting data.
- Designed the AI-assisted workflow for the migration (agent instructions, memory rules and guardrail hooks) with reconciliation checks and my review on every output. No patient or personal data is shared with the agents.
- Use Dataform for transformations, Cloud Composer (Airflow) to orchestrate warehouse-to-data-lake loads, and Looker and Looker Studio for analytics.

LATAM Airlines (client) · Remote

Digital Professional - Analytics Engineering, IT Directorate
Nov 2023 - May 2025

- Replaced an Excel template with the IT directorate's KPI dashboard in Looker Studio: gathered the indicators with each IT leader and designed the data structure, metric definitions and presentation. Approved unanimously, it was reviewed every Monday by the IT director and five managers.
- Developed downstream SQL models in BigQuery and Dataform (dependencies, incremental configuration and summary tables) on data that specialist teams had already integrated.

- Worked on the Jira reporting project, with Jira data connected through an API.
- Documented models, scheduling dependencies and outstanding checks in a handover before leaving.

A3D Chile · Santiago, Chile
Data Analyst
Jul 2023 - Oct 2023

- Surveyed the existing infrastructure and reviewed and documented the database model to inform a later decision on a possible migration.

Entel · Santiago, Chile
Collections Analytics
Dec 2022 - Jun 2023

- Found why collections notifications weren't reaching eligible accounts: obtained the data with other team leads, recreated the notification process and its rules for analysis, and identified the root cause. After the notifications team applied the fix, coverage rose from 76% to 99%.
- Built a dashboard for the area manager and director showing coverage before and after, billing cycle by billing cycle.
- Used SQL for collections analysis and Power BI for reporting.

WOM Chile · Santiago, Chile
Database Analyst / Revenue Assurance Specialist / Risk Control Specialist / Customer Engagement Specialist
Jul 2018 - Sep 2022

- Prepared the general manager's weekly view on BigQuery: sales, market movements, churn, number port-outs, most-affected customer clusters and mitigation decisions. Helped run A/B tests of retention offers with the call center, using matched control groups.
- Produced the sales reporting HR used to pay sales-force commissions, and worked with point-of-sale managers to resolve sale statuses that affected them.
- Validated the customer base during a CRM migration (integrity, record counts, services and consistency with business requirements) and raised missing or inconsistent data with the offshore development team in English.
- Built ETL processes and maintained SQL Server databases supporting Finance reporting; built Power BI dashboards.

Claro Chile · Santiago, Chile
Customer Verification / Control and Management / Revenue Assurance Engineer
Nov 2013 - Jun 2018

- Maintained and improved the weekly Excel indicator report, linking inputs from several directorates, that the general manager used to run the executive team meeting.
- Designed and built management and sales reports from scratch in Excel, and adapted business rules into SQL checks for sales data quality by channel.
- Participated in platform migration initiatives.

Education

Degree in Informatics Engineering · INACAP - Universidad Tecnológica de Chile · 2008 - 2013