

YASMIN NAVARRO

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EDUCATION

The University of Texas at Dallas

Master of Science, Business Analytics and Artificial Intelligence

May 2026

The University of Texas at Dallas

Bachelor of Science, Business Analytics

May 2024

WORK EXPERIENCE

Infosys Limited | InStep Intern

June 2023 – August 2023

- Conducted market and competitive analysis across 25+ industry reports to identify strategic growth opportunities and support business decision-making.
- Collaborated with cross-functional stakeholders to evaluate business needs, analyze strategic opportunities, and develop recommendations for organizational growth.
- Analyzed complex business challenges and translated findings into actionable recommendations to support leadership decision-making.
- Presented data-driven insights and recommendations to 20+ cross-functional stakeholders, achieving a 95% satisfaction rating for clarity and analytical rigor.

Temple Studio | Office Manager

February 2025 – December 2025

- Coordinated daily studio operations, including scheduling, capacity management, project management, and instructor support, ensuring efficient workflows and seamless client experience.
- Resolved scheduling conflicts and client issues in real time by identifying root causes and implementing process improvements to maintain service quality.

BUSINESS ANALYTICS & STRATEGY PROJECT

Customer Purchasing Behavior Dashboard | Tableau Analytics Project

January 2025 – May 2025

- Cleaned, prepared, and queried transaction data using SQL to support analysis and dashboard development.
- Analyzed purchasing behavior, peak shopping periods, and top-selling products to identify patterns in customer demand and product performance.
- Developed an interactive Tableau dashboard and story to identify user behavior patterns and inform data driven business and product decisions.

Hotel Booking Cancellation Analytics | Predictive Analytics

August 2024 – December 2024

- Analyzed hotel booking and cancellation data to identify key drivers of cancellation risk and patterns in customer booking behavior.
- Translated analytical findings into actionable recommendations to support marketing strategy, customer experience improvements, and performance monitoring.

CRM Strategy & Analytics Engagements | CRM using Salesforce

August 2023 – December 2023

- Collaborated with Salesforce consultants to analyze documented business challenges across multiple departments, including inventory management and employee performance tracking.
- Translated departmental requirements into custom Salesforce dashboards designed to address operational issues and improve decision-making.
- Iteratively refined dashboard solutions over two project sprints, incorporating feedback to improve usability and alignment with stakeholder needs.

SKILLS AND ADDITIONAL INFORMATION

Skills: SQL | Tableau | Excel | Business Analysis | Requirements Gathering | Project Coordination | Stakeholder Management | Business Communication | Cross-Functional Collaboration