
NELSON LEIVA

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[in linkedin.com/in/nelson-leiva-727a70109/](https://www.linkedin.com/in/nelson-leiva-727a70109/)

United States Coast Guard Veteran

Skills

Windows Trouble Shooting, SQL, Python, Microsoft Office (Word, PowerPoint, Excel, Access), Operations Management, Data Entry, Data Analysis, Google Analytics, Communication, Strategic Planning, Team Building, Customer Service

SECRET CLEARANCE (DOD) EXP 2025

Spanish - Fluent (read, write, speak)

Work experience

2019-09 - 2019-12

Data Analyst Intern

Hello Alice

Introduced to Google Analytics utilizing UTM codes in order to obtain number of clicks from Google Analytics and provided the company with weekly numbers on clicks and percentages from social media posts and weekly emails. Assisted in Data gathering and analyzing utilizing Google Sheets and Microsoft Excel. Gathered results on marketing mechanisms such as weekly A/B testing results and event demographics from company events. Provided the company insight on client demographics and marketing tools that were more efficient based on data gathered and analyzed, resulting in new marketing mechanisms and capturing hundreds of new clients and investors resulting in thousands of dollars obtained by the organization through investors.

2015-07

Operations Specialist

United States Coast Guard

Managed millions of dollars' worth of Coast Guard assets varying from Helicopters, small boats, large boats and fixed wing aircraft to conduct Search and Rescue and Law Enforcement operations along the Gulf Coast, home to the largest petrochemical refineries in the nation, resulting in thousands of lives saved and various maritime laws enforced. Maintained communications with distressed mariners and Coast Guard responding assets in high-pressure scenarios where potential loss of lives was a possibility. Handled and maintained classified documents/equipment up to Secret Classification in accordance with Department of Defense and Coast Guard policies resulting in preserving vital information that can cause great danger when released to the public. Conducted basic trouble shooting on communications equipment resulting quicker service of faulty equipment. Handled cryptographic material including public and private keys, radio encryption, and Secure Internet Protocol Router to transmit classified information up to Secret Level.

2014-07 - 2015-07

Retail Sales Associate

Beverages and More BevMo

Met retail sales goals and ensured satisfaction in Customer Service. Handled thousands of dollars in cash throughout opening and closing of daily operations resulting in balanced books for the store.

2010-08 - 2014-05

Operations Supervisor

United Parcel Service UPS

Managed direct inbound or outbound logistics operations, such as transportation, warehouse activities, safety performance, or logistics quality management. Participated in carrier management processes, such as selection, qualification, or performance evaluation. Maintained and ensured compliance with the Federal laws and regulations in regards to hazardous substance delivery. Internship Experience

Education

2016 - 2019

Bachelor's of Science - Information Technology

American Military University

References

Senior Chief Clayton Wissman- Sector Houston Command Center Supervisor

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Carolyn Rodz- CEO and Founder *HelloAlice*

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Lieutenant Commander Thomas Condit – Commanding Officer

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