Victor H. Mendez D.

AI ENGINEER · MACHINE LEARNING ENGINEER

Caracas, Venezuela

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PROFILE

Data and Business Intelligence professional with 5+ years of experience across BI, analytics and technical support, now expanding into AI and Machine Learning engineering. I build predictive models, work with Large Language Models (LLMs) and Retrieval-Augmented Generation (RAG) pipelines, and apply modern software practices (Docker, Git/GitHub, Spec-Driven Development) to deliver reliable, data-driven solutions. I turn complex data into actionable insights across fintech, healthcare and industrial sectors.

SKILLS

AI & Machine Learning	Machine Learning · Deep Learning · LLMs · RAG · Vector databases · Generative AI · Spec-Driven Development
Programming	Python · C# · Docker · Git · GitHub
BI & data	Power BI · Tableau · SQL Server · Excel · Google Sheets
Other	Postman · Zendesk · SAP
Languages	Spanish (native) · English (advanced)

EXPERIENCE

PengCorp
Business intelligence · Calgary, Canada · remote

Operational Business Intelligence Specialist — Jan 2025 – present

- Technical design, coding, testing, implementation, maintenance and support for BI activities.
- Design and development of analytical data solutions with BI tools such as Power BI.

Digisalud
Healthcare & agritech · Caracas, Venezuela

Data Analyst — Jun 2024 – Jan 2025

- Worked with cross-functional teams to integrate data-driven insights using Tableau.
- Neural networks to increase sugarcane productivity: predictive models that significantly improved decision-making in agricultural operations.

Ugami
Fintech · Key Biscayne, FL · remote

Operations Manager — Dec 2022 – May 2024

- Fintech compliance: implementation of procedures and regulations.
- Data analysis of customer support tickets using Python, Google Sheets and Tableau.

Customer Support Analyst — Mar 2022 – Dec 2022

- Identified technical issues in the Ugami app and analysed customer request data.

National Oilwell Varco (NOV)
Oil & gas · Neuquén, Argentina

Technical Support Analyst — Jan 2020 – Jul 2021

- Reports and scripts for well completion and cementing activities using Power BI and C#.
- Monitored data from industrial activities such as waste processing.

Establecimientos Gamar
Automotive · Tigre, Argentina

Commercial Analyst — May 2018 – Jan 2020

- Managed quotation requests for automotive parts and analysed customer technical documentation.

Halliburton
Oil & gas · Maturín, Venezuela

Reliability Engineer — Jan 2015 – Jun 2017

- Root cause analysis of failures and service quality incidents using SAP.

L/MWD Engineer — Sep 2008 – Jan 2015

- Prepared and assembled telemetry and logging tools for drilling.

EDUCATION

Universidad Central de Venezuela
Caracas, Venezuela

Petroleum Engineer — Sep 2002 – Jul 2008

GPA 15.53/20, ranked 2nd out of 19 students.