

KRISTIAN SUAREZ

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CAREER SUMMARY

Business and payments analytics professional with 14+ years in financial services, specializing in data-driven insights, dashboard/report development, and cross-functional collaboration. Proven track record in building Salesforce workflows, developing Power BI dashboards, and translating complex datasets into actionable business strategies. Brings unique expertise at the intersection of payments operations and data analytics, with a passion for uncovering trends that drive business growth.

CORE COMPETENCIES

- ✓ Data Analysis & Visualization (Power BI, Excel, Salesforce Dashboards & Reports)
- ✓ Business & System Analysis
- ✓ Portfolio & Industry Trend Reporting
- ✓ Data Mapping & Quality Assurance
- ✓ Workflow Optimization & Case Routing (Salesforce, Payment Platforms)
- ✓ Financial Data Reconciliation & Risk Monitoring
- ✓ Cross-Functional Collaboration & Stakeholder Engagement
- ✓ Report Development & Dashboard Design
- ✓ Translating Business Needs into Technical Requirements

PROFESSIONAL EXPERIENCE

CARD SERVICES MANAGER

Empower Federal Credit Union | Syracuse, NY | 2017-2025

- Analyzed performance of debit and credit portfolios spanning 280,000+ members, 6 BINs, and 380K+ active cards, reporting on usage patterns, fraud trends, and dispute outcomes to inform growth strategies.
- Designed and maintained Power BI dashboards and Excel reports to track authorization rates, dispute resolution times, GL reconciliation accuracy, and settlement performance.
- Partnered with business and technical stakeholders to translate requirements into reporting metrics and analytical specifications for processor conversions, workflow improvements, and portfolio initiatives.
- Built and optimized Salesforce reporting dashboards and case routing analytics, improving dispute workflow efficiency and visibility for senior management.
- Conducted quality assurance reviews on complex datasets during processor and core system conversions, validating accuracy, compliance, and uninterrupted transaction flow.
- Developed and documented reporting procedures for GL reconciliations (debit, credit, PIN/POS, and daily Switch settlement), enhancing audit readiness and operational transparency.
- Collaborated with cross-functional teams (Product, Risk, Compliance) to evaluate data trends, identify process gaps, and recommend actionable insights for portfolio growth and risk mitigation.
- Presented findings and analytical insights to leadership, simplifying complex technical data for non-technical audiences and supporting data-driven decision making.

ESERVICES REPRESENTATIVE II

Empower Federal Credit Union | Syracuse, NY | 2015-2017

- Investigated ATM disputes and reconciled deposits per Regulation E.
- Reviewed check deposits via mobile and ATM for fraud.
- Trained staff on online banking upgrades and supported CU conversion to Alkami.
- Served as SME for online banking platform testing and data mapping.

CARD SERVICES REPRESENTATIVE I

Empower Federal Credit Union | Syracuse, NY | 2014-2015

- Processed chargebacks for debit/credit (PIN & signature); reviewed representations and rebuttals.
- Handled credit card loan maintenance and GL reconciliation for cash advances.
- Supported Visa-to-Mastercard conversion, processor switch to Vantiv (WorldPay/FIS), and APR transitions.

CALL CENTER REPRESENTATIVE II

Empower Federal Credit Union | Syracuse, NY | 2011-2014

- Provided frontline phone support for member accounts, online banking, and new account setup.
- Trained new hires and mentored peers through product/process coaching.

TELLER

Empower Federal Credit Union | Syracuse, NY | 2010-2011

- Handled high-volume transactions in cash, checks, and advances, balanced vault and daily activity.

CERTIFICATIONS & BADGES

Analyzing & Visualizing Data with Power BI - New Horizons (2020)

SheCodes Certifications (2025)

- Python & AI: Advance Python Development, Introduction to AI with Python
- Web Development: Advanced & Responsive Web Development
- Foundations: Introduction to Coding

Salesforce Trailhead Badges

- Reports & Dashboards for Lightning Experience
- Create Reports & Dashboards for Sales & Marketing Managers
- Quick Start: Lightning App Builder

TECHNICAL SKILLS

Analytics & Reporting: Power BI, Microsoft Excel, Salesforce Reporting & Dashboards

CRM & Workflow Tools: Lightning App Builder, Case Routing, Workflow Optimization

Programming & Data Tools: Python (APIs), JavaScript, HTML, CSS, REST APIs, Git/GitHub

Financial Platforms: FIS, Fiserv DNA/CCM, Mastercard APIs

Regulatory & Data Governance: Regulation Z, PCI DSS, Quality Assurance Testing