

CHRISTAN CERVANTES

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EDUCATION

The University of Texas at El Paso

Expected May 2027

B.B.A., Computer Information Systems • Minor in Real Estate

- **Relevant Coursework:** Business Analytics Applications, Business Intelligence & Decision Modeling, Business Statistics & Analytics II, Analytic Programming Tools, Principles of Accounting II
- **Certification:** Statistical Analysis Fundamentals Using Excel — IBM / Coursera, 2026

TECHNICAL SKILLS

- **Automation & AI:** n8n workflow automation, ElevenLabs, AI process design, prompt engineering
- **Programming & Data:** Python, SQL, relational database querying
- **Analytics & Reporting:** Microsoft Excel (advanced), Tableau, statistical analysis
- **Business:** Business intelligence, decision modeling, financial and managerial accounting

PROJECTS

Student Engagement Tracking Application — BIAS, UTEP College of Business

Aug 2026 – Present

- Lead development of a faculty-sponsored application to track and incentivize student engagement, working directly with the Dean as project sponsor
- Manage the project team and delivery timeline, targeting a working prototype by end of semester

Automated Case Intake System — El Paso Dispute Resolution Center

Jan – Mar 2026

- Analyzed a manual intake workflow in which one coordinator tracked every mediation case and keyed all record data by hand, identifying document data entry as the primary bottleneck
- Worked with the project team through the end-to-end build of an n8n automation that scans physical case files and writes their contents to structured records
- Delivered a system that reclaimed coordinator hours from redundant data entry, increasing capacity for direct client casework

Personal Portfolio — cervanteschris.com

Feb 2026 – Present

- Developed an AI-powered automated call receptionist using n8n and ElevenLabs to handle and route inbound caller requests
- Designed a landing page delivering practical AI prompting guidance to non-technical users

WORK EXPERIENCE

Dutch Bros Coffee — Shift Lead

May 2022 – Present

- Promoted to Shift Lead within six months and now direct floor operations for the highest-volume Dutch Bros in El Paso and #5 in the region
- Lead teams of 5–8 through several hundred transactions daily, coordinating order flow to hold service times under peak demand
- Trained 30+ new employees over four years on POS operation, order accuracy, and service standards
- Reconcile daily cash intake and maintain inventory counts to prevent stockouts during peak volume

LEADERSHIP & ACTIVITIES

Business Intelligence and Analytics Society (BIAS), UTEP

Fall 2022 – Present

Project Manager, Jan 2026 – Present

- Own BIAS technical projects from kickoff through final delivery, co-leading the project team alongside the VP of Internal Affairs
- Lead and manage Project Specialists, holding all deliverables to a demo-ready standard
- Represent BIAS in technical competitions and organize member-facing project sessions

Rock Climbing Club, UTEP — Member

Fall 2022 – Present

VOLUNTEER EXPERIENCE

Center Against Sexual and Family Violence — Mentor and Tutor

Jan – May 2024

- Tutored an average of 8 children in core academic subjects and provided direct client support to assault survivors
- Produced and published a YouTube podcast episode raising public awareness of abuse warning signs and available resources

El Pasoans Fighting Hunger Food Bank — Volunteer

Aug 2021 – Present

- Package and distribute food and supplies across a 3-day annual drive, contributing 15 hours per cycle to serve hundreds of local families