

DANIELLE MARIA PEREZ LOTT

Data Scientist | Delivering process automation,
Customer insights, and actionable strategies.



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Nationality & Work Authorization: Brazilian (Italian in Progress) / B Visa with Work Authorization

SUMMARY & KEY STRENGTHS

Experienced Data Scientist with a solid technical foundation in Python, Machine Learning, and Data Visualization. My background includes 8 years of experience in Quality Assurance and International Commerce, providing me with a unique perspective that enhances my analytical capabilities and problem-solving skills. I excel in bridging the gap between complex data analysis and practical business applications, delivering actionable strategies that drive business growth.

- **Technical Expertise:** Python, SQL, TensorFlow, scikit-learn, pandas, NLP, NumPy, Tableau, Matplotlib, Seaborn, Plotly.
- **Strategic Problem Solving:** Skilled in disaggregating issues, developing hypotheses, and delivering actionable recommendations based on data analysis.
- **Quality Assurance & Process Optimization:** Detail-oriented with a focus on data integrity, efficiency, and cost reduction.
- **Interpersonal Skills:** Experienced in working with and coordinating multi-disciplinary teams, especially in multicultural environments.
- **Communication & Stakeholder Management:** Adept at presenting data-driven insights and developing tools to facilitate decision-making.
- **Continuous Learning:** Committed to staying at the forefront of the field through ongoing education and professional development.

KEY ACHIEVEMENTS

- **Engineered Advanced Dashboards:** Developed dashboards for tracking of customer acquisition, retention, and engagement KPIs at Nestlé, leading to enhanced decision-making processes.
- **Developed Customer Review Analysis Application:** Created an application that integrates customer feedback from internal and external sources, delivering actionable insights to improve customer satisfaction and drive product development.
- **Process Automation & Efficiency:** Automated internal reporting processes at Teleperformance, significantly improving data accuracy and operational efficiency.

WORK EXPERIENCE

Data Scientist Consultant | HSLU (ByDo Project) - ON | LUZERN, CH *Sept 2024 – Jan 2025*

- Conducted Data Quality techniques on internal and external data for Tariff Classification Project.
- Conducted modelling experiments with different models and systems such as RAG to determine the best fit for the project.
- Developed an interactive application for determining appropriate Custom Tariff.

Data Scientist Consultant | Constructor Academy - Nestlé | Zurich, CH *Feb 2024 – Sept 2024*

- Through scraping techniques obtained data necessary for the Sentiment Analysis and Recommendations.
- Conducted comprehensive data analysis to uncover insights into customer behavior and drive segmentation strategies.

- Developed an interactive application for in-depth customer review analysis, leveraging social listening techniques.

Second Relocation & Data Science Reorientation | Switzerland

Sept 2022 – Jan 2024

- Relocated from Germany to Adliswil in September 2022.
- Continued improving German language skills and focused on advancing technical knowledge in data science through certifications and bootcamps.

Full Stack Web Developer | CareerFoundry Sept 2021 – Mar 2022

- Developed and deployed web applications as part of a Full Stack Web Development Bootcamp.
- Projects included building a movie fan social media app using MERN and MEAN stacks, as well as a WhatsApp-like app with React Native.

First Relocation & Beginning of Tech Journey | Germany Jul 2019 – Aug 2020

- Relocated from Greece to Germany in July 2019 primarily for family reasons.
- Began my journey into the tech field, starting with self-study and foundational courses in programming and data science.

Call Quality Analyst | Teleperformance Greece | Athens, GR Jan 2017 – Jun 2019

- Monitored and analyzed interactions, providing insights and recommendations to improve call quality.
- Led a team in implementing QA strategies, resulting in enhanced service performance metrics.
- Developed a framework for automating internal reporting processes, driving efficiency and accuracy.

Customer Service Representative | Teleperformance Greece | Athens, GR Sep 2014 – Dec 2016

- Provided technical support and resolved customer issues, achieving high satisfaction rates.
- Managed administrative tasks, including database updates and report generation, to streamline operations.

Importation and Business Assistant | ITOCHU Brasil S/A | Rio De Janeiro, BR Mar 2011 – Aug 2014

- Supported the Regional Director in analyzing Oil and Gas business prospects.
- Facilitated Brazilian clients' import processes from Japan, ensuring smooth transactions and compliance with regulations.
- Recognized for a solution-oriented approach and proactive problem-solving.

EDUCATION

Master's in Applied Information and Data Science | HSLU | Luzern, CH

Expected completion: End of 2025

- Part-time program designed to deepen expertise in data science. Available for part-time work while pursuing this degree.

Data Science Bootcamp | Constructor Academy | Zurich, CH 2024

- Intensive program covering advanced topics in Data Science, including Machine Learning, Data Visualization, and SQL.

Bachelor in International Relations | Faculdade Damas da Instrução Cristã | Recife, BR 2010

LANGUAGES

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| • English: Fluent (C2) | • Greek: Proficient (B2/C1) |
| • German: Proficient (B2) | • Spanish: Intermediate (B1) |
| • Brazilian Portuguese: Native | |