

GRANIT ELSHANI

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<https://granit-portfolio.netlify.app>

WORK EXPERIENCE

Walmart

Operational Analyst

Lincoln, Nebraska

04/2024 – Present

Job Description - Responsible for maintaining seamless operation and performance of automated systems by monitoring, troubleshooting, and optimizing processes. Leverages data analysis and performance metrics to proactively identify inefficiencies and ensure operational excellence. Ensures adherence to quality standards and supports continuous improvements through effective communication, data-driven insights, and cross-functional collaboration.

- Monitored and optimized the performance of Alpha Bots, identifying inefficiencies and implementing real-time adjustments to maintain smooth operations. Utilized data analytics to detect potential issues before they affected overall workflow.
- Conducted system diagnostics and root cause analysis to troubleshoot bot malfunctions, resolving technical issues efficiently to minimize downtime and ensure continuous operation.
- Developed automated monitoring processes to track key performance metrics, allowing for real-time insights and swift corrective actions when performance dips or failures occur.
- Provided in-depth daily and case-specific reports using data analysis tools to track system performance, identify trends, and recommend actionable improvements to senior management.
- Collaborated with cross-functional teams using Slack for real-time communication and Dynamics 365 to manage project workflows, ensuring consistent improvement and alignment with business objectives.
- Ensured compliance with quality control standards, conducting detailed system audits and performance evaluations, ensuring adherence to company and industry standards.
- Engaged in continuous process improvement initiatives, analyzing performance data to identify and implement automation opportunities, reducing manual intervention and increasing operational throughput.

Ipsos Market Research

Data Analyst, Assistant Project Manager, Field Manager

Kosovo, Europe

02/2017 – 10/2022

Progressed from Field Manager to Assistant Project Manager, and later to Data Analyst, taking on increased responsibilities in data quality, project management, and client collaboration. Developed and implemented reusable formulas using SQL, SPSS IBM and Python for data extraction and transformation, significantly reducing performance analysis time from days to hours.

- Ensured data quality assurance and integrity across multiple survey types (CAPI, CATI, CAWI, CLT, Focus Groups) by cleaning, preprocessing, and validating data to meet industry standards.
- Automated survey code processes for data extraction and transformation using SQL and Python, significantly reducing analysis time from days to hours.
- Conducted statistical analysis using SPSS to identify data discrepancies, working closely with field managers to implement corrective actions and ensure survey accuracy.
- Provided daily communication and KPI reporting to managers and clients, ensuring project progress was well-tracked and efficiently managed.
- Proactively identified and resolved survey issues during data collection, leading to an 18% increase in overall project efficiency and reduced downtime.
- Managed and coordinated over 40 CLT, Focus Groups, CATI, CAPI, and CAWI projects annually for clients such as the European Union, Ministry of Justice, Raiffeisen Bank, Philip Morris, British American Tobacco, and Coca-Cola.
- Trained and supervised over 50 interviewers per project, ensuring adherence to strict data collection protocols and maintaining high standards of data accuracy.
- Led payroll and scheduling for field interviewers, ensuring accurate payments and efficient resource allocation.

- Optimized database performance through strategic improvements, ensuring compliance with regulatory standards and improving operational efficiency.
- Collaborated closely with cross-functional teams to enhance system functionality and implement rigorous quality checks, improving overall project outcomes and workflow efficiency.

PROJECTS

Portfolio

Web Portfolio

- Currently constructing my web portfolio to showcase skills in data analysis, web development, and design, aiming for a professional and comprehensive representation.
- Importing and presenting personal projects that demonstrate proficiency in SQL, Python, Excel and visualization, highlighting practical applications and insights gained through rigorous analysis and development.
- Implementing data modeling using Lucidchart and dbdiagram to visually represent database structures and relationships, ensuring clear and organized data flow within project presentations.

EDUCATION

Google Coursera –Data Analytics

Remote, USA

Google Certification in Data Analytics

08/2023 – 12/2023

Completed the Google Data Analytics Certificate, mastering data cleaning and preparation with Excel and Google Sheets, BigQuery and MySQL querying and R programming for statistical analysis and visualization, data transformation with Python and Pandas, creating interactive dashboards in Tableau and R, applying A/B testing and hypothesis testing for data-driven decision making, and culminating in a comprehensive capstone project that demonstrated end-to-end data analysis skills.

AAB Univeristy

Kosovo, Europe

Master Degree, Bank and Finance

11/2019 – 06/2023

Courses: Data Analysis for Financial Decision Making, Statistical Methods in Banking and Finance, Database Management and SQL for Financial Analytics, Big Data Analytics in Finance, Time Series Analysis for Financial Markets

SKILLS

TOOLS/Frameworks

SPSS IBM SQL Python R Excel	Pandas Numpy Matplotlib Seaborn Tableau	Lucidchart Power BI Looker Studio Piktochart dbdiagram
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COMMON BUSINESS METRICS

Performance Forecasting Project Managing Payroll Data Quality	Logic survey check Net Promoter Score (NPS) Time spent on Question A/B Testing Data Cleaning	Churn Rate Interviewer Life Time Value Cost Per Mile (CPM) Statistical Analysis
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