

GRANIT ELSHANI

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<https://granitdataverse.github.io/GranitElshani-Portfolio/>

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.

- Monitoring the performance of Alpha Bots, make real-time adjustments, and address inefficiencies to keep operations running smoothly.
- Perform diagnostics and troubleshoot bot malfunctions to minimize downtime and ensure continuous operation.
- Prepare daily reports that analyze system performance, highlight trends, and suggest improvements to management.
- Creating detailed daily reports using data analysis tools to track system performance, identify trends, and propose improvements to senior management.
- Work closely with internal teams and Apex Systems consultants to improve workflows and align with business goals.
- Ensure compliance with quality standards by conducting regular audits and system checks.
- Contribute to process improvements, using data to identify opportunities for automation and reduce manual work.

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.

- Enhanced data accuracy by 20% through careful data cleaning and validation for surveys (CAPI, CATI, CAWI, CLT, Focus Groups), ensuring reliable, high-quality data.
- Streamlined data processing by automating extraction and transformation using SQL and SPSS, cutting down analysis time from days to just hours.
- Improved survey accuracy by 15% by using SPSS for statistical analysis and working closely with field managers to resolve data inconsistencies.
- Prepared daily KPI reports for managers and clients, helping keep projects on track and improving decision-making efficiency by 10%.
- Increased project efficiency by 18% by quickly identifying and fixing issues during data collection, reducing downtime and keeping everything running smoothly.
- Managed over 40 projects per year, including high-profile clients like the European Union, Raiffeisen Bank, and Coca-Cola, consistently delivering on time and up to standard.
- Collaborated with international teams from France, Bulgaria, and the U.K. to ensure smooth coordination on large projects and alignment across different regions.
- Trained and led teams of more than 50 interviewers per project, ensuring strict adherence to data collection protocols.
- Oversaw payroll and scheduling, ensuring accurate payments and effective resource use across projects.
- Optimized database performance by 25% ensuring everything was running smoothly and meeting all regulatory standards

PROJECTS

Portfolio

Web Portfolio

- Currently building a web portfolio to showcase skills in data analysis, web development, and design, aiming to present a professional and comprehensive representation of my work.
- Working on personal projects that demonstrate proficiency in machine learning, forecasting, data modeling, A/B testing, customer lifetime value (LTV), and churn rate analysis, highlighting practical applications of advanced techniques.
- Importing and showcasing projects using SQL, Python, Excel, and data visualization tools to illustrate insights gained through rigorous analysis and development.
- Implementing data modeling using Lucidchart and dbdiagram to visually represent database structures and relationships, ensuring a clear and organized flow of data in project presentations.

EDUCATION

Google Coursera –Data Analytics

Google Certification in Data Analytics

Remote, USA

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

Master Degree, Bank and Finance

Kosovo, Europe

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 Statistical Analysis Data Modeling
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