



IOANA RUSU

Data Analyst

My Contact

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📍 Hannover, Germany

🌐 [Github Profile](#)

🌐 [Tableau Profile](#)

Technical Skills

- Python
- SQL
- Excel
- Tableau

Soft Skill

- Data visualization
- Data collection and analysis
- Advanced critical thinking
- Communication
- Employee Training
- Ability to Work Under Pressure
- Dedicated team player
- Analytical Skills

Education & Courses

- *Data Analytics Certificate*
Career Foundry – Germany
Completed in 2023
- *Bachelor Degree in Tourism and Commercial Management*
Dimitrie Cantemir University – Romania
Completed in 2011

About Me

Data analyst with a background in customer service, consulting, and analysis, skilled in identifying root – cause analysis for any issues or questions that might arise. Identify trends, using key insights to turn challenges into solutions and using data visualizations for comprehensive reporting, improves company decision-making and projected growth

Professional Experience

Implementation & support analyst | DCS Plus – Bucharest 2016 – 2019

Key responsibilities:

- Assist in the development and implementation of products and services, working closely and coordinating the activity between analysts, clients and development team or suppliers.
- Prepare effective test plans, report, and maintain records of all modifications or tests performed on client application and performing evaluation and testing to newly developed procedures, implementations, and products.
- Keep constant calls and training, having a workflow based on AGILE methodology

Travel Agent Supervisor | Christian Tour – Bucharest 2015 – 2016

Key responsibilities:

- Monitoring monthly, quarterly, and annual travel sales in order to create reports and visualize the company benefits and coordinating the activity of colleagues and identify possible situations that may occur

Travel Agent | Christian Tour – Bucharest 2013 – 2015

Key responsibilities:

- Talking daily based with clients, suppliers, and other agencies, coordinating cross-functionally to facilitate client relationships.
- Responding to clients' questions, issues and complaints and found effective solutions when required.

Projects

- Python**
1. **Instacart Grocery Basket Analysis** – *Instacart is online grocery store that operates through an app. Instacart already has very good sales, but they want to uncover more information about their sales patterns*
 2. **AirBNB Berlin Analysis** – *Report and Analysis of AirBnB Rentals*
 3. **World Happiness Report** – *Data analysis applied to World Happiness Report of global happiness from 2015 to 2023*
- SQL**
4. **Rockbuster Data Analysis** – *Rockbuster is a movie rental company that used to have stores around the world. They are facing competition from other streaming services and the analysis is to verify ways to improve.*