



DIMITRIOS GKOGKOS

DATA PROFESSIONAL (PYTHON
FOCUSED)

CONTACT

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GitHub:
<https://github.com/JimGk>

Skills

TECHNICAL SKILLS:

- **Python:** Pandas, Numpy, openpyxl, matplotlib, seaborn, missingno, statsmodel, requests, beautifulsoup, airflow, sqlalchemy, jupyter, current focus: scikit-learn.
- **SQL:** PostgreSQL DDL & DML

MAY 2024 – PRESENT

BUSINESS ANALYST/REAL TIME ANALYST, ALORICA

Main Responsibilities:

- Reported **Key Performance Indicators (KPIs)** on a daily, weekly, monthly, and quarterly basis, ensuring accurate and timely delivery of performance insights.
- Collaborated with **Team Leaders (TLs)**, **Quality Analysts (QAs)**, and **Operations Managers** to provide actionable recommendations for improving metrics and processes.
- Monitored **headcount (HC) requirements** based on volume projections to ensure resource optimization and coverage availability.
- Communicated effectively with stakeholders, providing **support** and clear **direction** for operational improvements.
- Supported **inflow management** and monitored **coverage** to ensure the timely allocation of resources for uninterrupted product support, acting as a **Real-Time Analyst** when needed.

Innovative Tools and Process Automation:

- **Python Automation for Shift Corrections:**
 - Developed Python scripts to correct internal recorded shifts by merging employee activity data.
 - Automated part of the **invoicing process** by importing corrected data online per client's monthly request.
 - **Time Saved:** Reduced processing time from **120 hours to 6 hours**, achieving **95% efficiency**.
- **Data Cleaning and Organization with Python:**
 - Created Python scripts to handle **13 markets and 23 KPIs**, processing 5–6 Excel exports for

- **Excel and VBA:** Advanced proficiency in creating automated tools, dashboards, and reporting systems.
- **Data Analysis:** KPI tracking, report generation, and data visualization for actionable insights.
- **Dashboard Development:** Expertise in creating dashboards for operational and QA metrics.
- **Process Automation:** Streamlining repetitive tasks, improving efficiency by 80% or more.
- Proficient and actively utilizing **prompt engineering** across various **AI tools**, enhancing efficiency and problem-solving capabilities.
- Advanced level on **Power BI**
- Intermediate level on **Java Core**

Analytical and Operational Skills:

- **Root Cause Analysis (RCA):** Identifying and solving issues to improve processes.
- **KPI Monitoring:** Regular tracking and reporting of key metrics for business improvement.
- **Headcount Planning:** Monitoring volume projections and ensuring adequate resource coverage.
- **Quality Assurance (QA):** Streamlining QA processes, ensuring accuracy in performance monitoring.

Soft Skills:

- **Communication:** Strong collaboration with team leads, managers, and stakeholders.
- **Team Coordination:** Resource allocation and

cleaning and organizing data by **Line of Business (LOB)** and **market**.

- Introduced a **command-line interface** for dynamic breakdowns.
- **Time Saved:** Optimized report generation from **6 hours** to **30 minutes**, achieving **92% efficiency**.

- **RCA Support with Python:**

- Built a Python script to aid the **Root Cause Analysis (RCA)** process for the QA team by providing insights on drilldowns.

- **Excel VBA Tools for Attendance and Adherence:**

- Developed tools using **Excel VBA** to monitor attendance, adherence, and activity violations.
- Implemented a **break automation system** to improve tracking and compliance.

- **Dashboards for Operations and QAs:**

- Designed and developed multiple **interactive dashboards** for Operations Managers and QA teams, providing actionable insights and detailed breakdowns.

AUGUST 2022 – MAY 2024

QUALITY ASSURANCE SPECIALIST, ALORICA

- Led the **Root Cause Analysis (RCA)** process and maintained an internal database for market specifics, enhancing the team's understanding of **business trends** and driving process improvements.
- Coordinated **cross-departmental meetings**, tracked schedules, and ensured timely updates, fostering efficient communication and collaboration.
- Analysed **weekly reports** to monitor volumes and **Key Performance Indicators (KPIs)**, delivering actionable insights to relevant departments.

MAY 2022 – AUGUST 2022

SME/BACK-UP QA, ALORICA

- Served as a **Subject Matter Expert (SME)**, providing performance support and acting as a key

inflow management as a Real-Time Analyst (RTA).

- **Problem-Solving:** Proactive in finding and implementing innovative solutions.
- **Time Management:** Skilled in optimizing workflows for efficiency and on-time delivery.
- **Adaptability:** Versatile in handling multiple roles, including QA, RTA, and back-office tasks.

Industry-Specific Skills:

- **Customer Support:** Experience in B2C customer support and handling premium line interactions.
- **Amadeus GDS**
- **Content Moderation:** Ensuring compliance with policy guidelines and addressing flagged content.

Languages

Greek: Native

English: C1 Proficient

information resource to enhance team productivity and effectiveness.

- Monitored and streamlined the **Quality Assurance (QA) process**, optimizing **time management** and ensuring greater operational efficiency.
- Conducted **shadowing sessions** and performed **back-office tasks**, showcasing versatility and a proactive approach to taking on additional responsibilities.

AUGUST 2020 – MAY 2022

CONTENT MODERATOR, ALORICA

- Identified and reported **emerging trends**, documenting flagged content to support the detection of potential issues and contribute to **policy improvements**.

DECEMBER 2018 – JULY 2020

TELEAGENT, TELUS

- Provided B2C, B2T customer support for Air France/KLM/Delta Air Lines.
- **Amadeus GDS Proficiency**
- **Airline Ticketing & Fare Rules**
- **Queue Management & Back-Office Operations**
- **Customer Data Integrity**

Certificates

Data Engineer Associate:

<https://www.datacamp.com/certificate/DEA0015123345563>

Data Analyst Associate:

<https://www.datacamp.com/certificate/DAA0013124861631>

Python Data Associate:

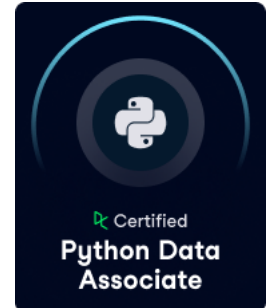
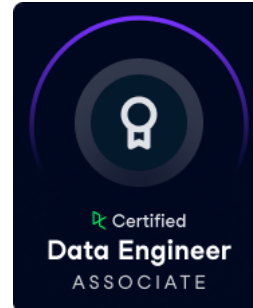
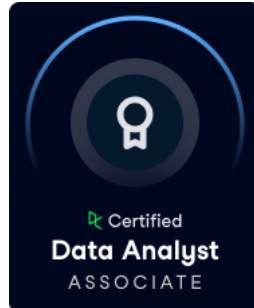
<https://www.datacamp.com/certificate/PDA0016826329660>

GitHub Foundations:

https://www.credly.com/badges/8e4788cd-b3b9-4e5b-a52e-6905dd6e7d61/linked_in_profile

Data Literacy:

<https://www.datacamp.com/skill-verification/DL0031836554032>

**Statements of accomplishment:****Data Analyst with Python:**

<https://www.datacamp.com/completed/statement-of-accomplishment/track/090f6e55659ef27299084625a4c1894e266295d0>

Data Analyst with Power BI:

<https://www.datacamp.com/completed/statement-of-accomplishment/track/7d4a89666e3a986220b673fdae421e08d0f3f095>

Ongoing certificates:

- Microsoft PL-300
- Data Science Associate DataCamp
- IBM Data Science Professional
- Google Advanced Data Analytics
- Code-Gym track with Python
- Tableau

Education:**Bachelor + Integrated Master in Music Studies**

Ionian University, Corfu (Greece), 2011–2018

Specialization: Music Studies

Point of Contact

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