DIMITRIOS GOGOS

DATA ANALYST (PYTHON FOCUSED)

CONTACT

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Skills

TECHNICAL SKILLS:

- **Python Programming:** Automation, data cleaning, organizing datasets, and building command-line tools.
- **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**

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:**

  o Developed Python scripts to correct internal recorded shifts by merging employee activity data.

  o Automated part of the **invoicing process** by importing corrected data online per client's monthly request.

  o **Time Saved:** Reduced processing time from **120 hours** to **6 hours**, achieving **95% efficiency**.

- **Data Cleaning and Organization with Python:**

  o Created Python scripts to handle **13 markets and 23 KPIs**, processing 5–6 Excel exports for

across various **AI tools**, enhancing efficiency and problem-solving capabilities.

- Advanced level on **SQL**
- Intermediate level on **Java Core**, **Power BI**

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 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.

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

- o Introduced a **command-line interface** for dynamic breakdowns.

- o **Time Saved:** Optimized report generation from **6 hours** to **30 minutes**, achieving **92% efficiency**.

- **RCA Support with Python:**

  - o 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:**

  - o Developed tools using **Excel VBA** to monitor attendance, adherence, and activity violations.

  - o Implemented a **break automation system** to improve tracking and compliance.

- **Dashboards for Operations and QAs:**

  - o 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.
- Demonstrated expertise in data handling by ensuring the accuracy and reliability of metrics such as false positives, false negatives, Average Handling Time (AHT), and RCA impact.

Industry-Specific Skills:

- **Customer Support:** Experience in B2C customer support and handling premium line interactions.

- **Content Moderation:** Ensuring compliance with policy guidelines and addressing flagged content.

Languages

Greek: Native

English: C1 Proficient

MAY 2022 – AUGUST 2022

SME/BACK-UP QA, ALORICA

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

- Reviewed and moderated **user-generated content** to ensure compliance with platform policies and **content guidelines**.
- Identified and reported **emerging trends**, documenting flagged content to support the detection of potential issues and contribute to **policy improvements**.

Summary

Highly skilled and results-driven professional with extensive experience in **data analysis**, **process automation**, and **quality assurance**. Proficient in leveraging **Python** and **Excel VBA** to streamline workflows, reduce inefficiencies, and deliver actionable insights. Demonstrated expertise in **KPI monitoring**, **reporting**, and **dashboard development**, with a proven track record of achieving up to **95% time efficiency** through innovative solutions. Adept at collaborating with cross-functional teams, managing inflow and resource allocation as a **Real-Time Analyst**, and driving continuous improvement in fast-paced environments. Passionate about combining technical expertise and analytical skills to solve complex challenges and exceed organizational goals.

Education:

2011-2018 - Bachelor and Integrated Master in Music Studies
Ionian University – Music Department, Corfu (Greece)
Ethnomusicology

Certificates

Data Engineer Associate:
https://www.datacamp.com/certificate/DEA0015123345563

Data Analyst Associate:
https://www.datacamp.com/certificate/DAA0013124861631

Python Data Associate:
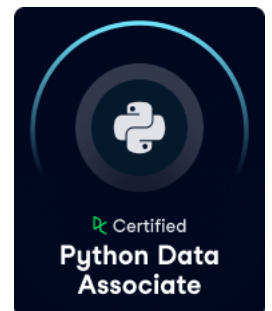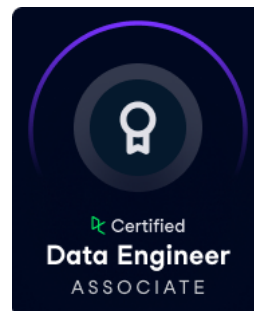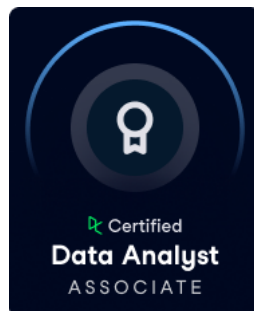**https://www.datacamp.com/certificate/PDA0016826329660**

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

<u>Ongoing certificates:</u>

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

<u>Point of Contact</u>

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