

# Konstantin Milonas

## Business Administrator (IHK)

CRM Analysis, Customer Insights and Predictive Analytics | Data Visualization and Reporting | SQL and Python for Data Analysis (pandas, matplotlib) | Statistical Analysis and Trend Forecasting | Stakeholder Communication and Problem-Solving

### PROFILE

With my experience as a Senior Consultant in retail and rental sectors and my additional qualifications in Data Analytics, I see an exciting opportunity to work as a CRM Data Analyst to develop data-driven solutions that help companies strengthen customer relationships and optimize business processes. I bring a deep understanding of customer management as well as strong analytical thinking. My goal is to create sustainable value through innovative approaches and data-driven strategies.

### PROFESSIONAL EXPERIENCE

#### Data Analytics Bootcamp

Masterschool

June 2024 – March 2025

- **Data analysis using SQL and Python:** querying, data cleaning, visualization (Tableau, Excel, interactive dashboards, storytelling)
- **Business Intelligence:** KPI definition, dashboard design, BI reporting
- **Statistical analysis:** A/B tests, hypothesis testing, exploratory data analysis

#### Kitchen Sales Consultant | Entrepreneur | Project Team Leader

(Westend Küchen, Küchenquelle, Hofmeister, Möbel König, Marquard Küchen, BP-Küchen Kultur)

March 2011 – June 2024

- **Data-driven customer analysis and sales optimization:** analyzing customer requirements, creating personalized offers using planning software, profitability, and margin calculations to enhance sales performance.
- **Data-driven project management:** coordinating and monitoring projects, including assembly planning and progress analysis, for efficient resource utilization and process optimization.
- **CRM and customer retention analysis:** collecting and evaluating CRM data to improve customer retention, developing data-driven strategies, and optimizing warehouse processes.
- **Team leadership and process improvement:** managing teams of up to 7 employees, implementing data-driven sales actions, and continuously improving sales and service processes.
- **Web presence and user analysis:** optimizing web presence, analyzing user behavior, and deriving data-driven measures to increase visibility and customer acquisition.

### CONTACT

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#### GitHub

<https://github.com/KonstantinData>

### SKILLS

#### Data Analytics and Management

- SQL
- Python
- Data Cleaning
- Database Design
- CRM-Systems

#### Date Visualization

- Tableau
- Excel
- PowerPoint

#### Projekt- und Process Management

- Git/GitHub
- Google Workspace
- MIRO
- Team Leadership
- Project Coordination
- Project Optimization
- Microsoft Office 365

## Branch Manager | Assistant Manager | Management Trainee

Enterprise Rent-A-Car

November 2004 – March 2011 (Stuttgart, Germany & Derby, United Kingdom)

- **Customer management and data-driven process optimization:** implementing and using CRM systems to improve customer retention and efficiency, analyzing customer data to optimize business processes for profitability and satisfaction.
- **Project management and team leadership:** leading cross-functional teams, planning and implementing strategic projects, and developing data-driven sales and marketing strategies.
- **Data visualization and reporting:** preparing data-based reports and decision templates for management, supported by market and customer data analyses.
- **International business experience:** regular business trips to the USA and UK to enhance intercultural competencies and implement international business strategies.
- **Training and staff development:** conducting training on CRM systems usage and optimizing sales and service processes.

## Language Consultant

Wall Street Institute

December 2003 – October 2004 (Stuttgart)

- Providing individualized advice and support to language learners to improve their English skills with a focus on professional and personal goals.
- Applying customer service and account management skills in a multicultural environment to achieve optimal learning outcomes.

## Entrepreneur | Team Leader | Kitchen Sales Consultant

(Möbel Mornhinweg, Möbel Gamedinger, Möbel Rieger, Krauter Küche Komplett)

October 1992 – July 2003 (Sindelfingen, Böblingen, Reutlingen)

- **Leadership and entrepreneurship:** managing a kitchen studio and serving as a department head and team coordinator in various companies.
- **Customer consulting and sales:** specializing in analyzing individual customer needs and providing comprehensive consulting in kitchen planning and sales.
- **Process and project management:** planning and implementing complex projects, from customer consulting to final assembly, with a focus on efficiency and quality.
- **Team and stakeholder communication:** building and leading teams as well as close collaboration with internal and external partners.

## LANGUAGES

- **German:**  
Native speaker
- **English:**  
Fluent, professional communication
- **Greek:**  
Conversational

## ACHIEVEMENTS

- **1999:** Optimized the complaint process at Möbel Gamedinger through data analysis, saving DM 250,000 annually.
- **2005:** Opened the first in-house branch at Audi, successfully replacing Euromobil.
- **2007:** Participated in an exclusive breakfast with Jack Taylor, founder of Enterprise Rent-A-Car, and 49 other selected leaders. **Key insight: "Only those willing to make mistakes can make decisions and drive change."**
- **2009:** Opened the first rental station for U.S. Armed Forces in Stuttgart.
- **2015:** Awarded "Newcomer Kitchen Specialist of the Year 2015" as part of the "Kitchen Specialist of the Year" competition.

[Küchenspezialist des Jahres 2015](#)

## HOBBIES

- **Cooking for friends and family**
- **Salsa dancing**
- **Swimming, cycling**
- **Enjoying nature**