

# Ryan Daley

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## Profile

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Highly motivated and inquisitive data driven graduate with excellent written and oral communication skills. Proficient in data mining and visualization techniques with strong skills in Python, SQL and Excel. Strong desire to take on challenges, learn new skills and improve existing methods. Ability to relate findings to a non-technical audience and support decision making processes. Proven track record in prioritizing tasks and managing time effectively, working unsupervised and as part of a team. Strong attention to detail.

## Technical Skills

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**Programming Languages:** R | Python | SQL

**BI Tools:** PowerBI | Tableau

**Database Management Systems:** MySQL | Postgress

**Systems and Technology:** Microsoft Office (Excel | PowerPoint | Word)

## Education

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MSc Applied Data Science (Distinction) – University of Essex

2022 – 2023

- Strong knowledge of statistical analysis and data visualisation techniques, including hypothesis testing, regression analysis and data storytelling.
- Strong programming skills in Python, including experience with libraries such as Pandas, NumPy, Scikit-learn. Experience with supervised and unsupervised machine learning techniques and deep learning frameworks such as TensorFlow and Keras.
- Proficient in SQL, with experience querying and analysing large datasets using relational databases.
  - Modules:
    - Data analysis and statistics with R (80%)
    - Modelling experimental and observational data (75%)
    - Foundational mathematics for data science (97%)
    - Exploratory data analysis and data visualisation (82%)
    - Programming and text analytics with R (86%)
    - Databases and data processing with SQL (84%)
    - Research Methods (60%)

BA Hons (1:1), International Relations & Politics – University of Portsmouth

2017 – 2021

- My undergraduate degree provided a solid foundation in the theories, concepts and methods in international relations, politics and governance. The interdisciplinary nature of the program allowed me to develop my analytical and problem-solving skills, and my ability to think critically about complex issues. Additionally, my coursework honed my communication, interpersonal and team-working skills.

A-Levels | GCSE's - John Hampden Grammar School

2011 – 2017

## Recent Achievements

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- Led a team effort at Waitrose Colchester to reduce weekly meat and fish counter wastage by 4% through data analysis and effective communication which resulted in increased profitability. Compiled key metrics from back-end reporting system and created a weekly KPI printout to relay the tangible impact of our teams work. Consistently communicated the importance of wastage levels on profitability and the importance of not throwing away good food, resulting in the team rapidly and continually maintaining lower wastage levels.

## Work Experience

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**John Lewis & Partners**

10/2022 – Present

*Selling Assistant*

- Having returned from university I have resumed my previous position at John Lewis High Wycombe.

**Waitrose & Partners**

2020 – 10/2022

*Service Team Member*

- Provided exceptional customer service in various roles within the store, including working behind the meat and fish counter, in the cafe, and at the reception desk.
- Assisted with the preparation and presentation of high-quality products in the cafe and at the meat and fish counter.
- Contributed to the overall success of the store by consistently meeting and exceeding customer service standards.

**John Lewis & Partners**

2016 – 2020

*Selling Assistant*

- Provided expert product knowledge and recommendations to customers to help them make informed purchasing decisions
- Maintaining high level of product and service knowledge to stay up-to-date with industry trends and customer needs
- Assisting customers with product queries and handling any complaints or issues in a professional and courteous manner
- Participating in product training sessions to stay informed about new products and promotions
- Assisting with inventory management and merchandising to ensure an attractive and well-stocked store environment
- Contributing to the overall success of the store by achieving sales targets and providing an exceptional level of customer service