VINCENZO DI PIAZZA

Functional & Data Analyst

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SUMMARY

Certified Functional & Data Analyst with experience in analyzing complex data and generating strategic reports. Proficient in SQL,Excel, Google Looker Studio, Python, and Power BI, I excel at turning raw data into insights and supporting data-driven decision-making. A detail-oriented professional and strong team player, I seek to optimize business processes through innovative data analysis, contributing to organizational success.

EXPERIENCE

Functional Data Analyst

GPI Group

📅 07/2020 - Present   📍 Agrigento, Italy

- Collecting data from various sources and ensuring data accuracy
- Analyzing data using statistical tools and analysis software
- Creating reports, charts, and dashboards to visualize data
- Providing data-driven recommendations to improve business strategies
- Collaborating with business stakeholders to gather and document functional requirements
- Analyzing and documenting functional requirements for systems or processes
- Creating detailed functional specifications
- Working closely with developers and project managers
- Assisting in testing to ensure systems meet functional requirements
- Doubled report generation speed by integrating SQL-based data processing methods.
- Boosted client retention by 30% by optimizing customer data analysis workflows.

Help Desk Specialist

CONCTACT CARE SOLUTIONS

📅 03/2011 - 07/2020   📍 Catania, Italy

- Providing technical support to users via phone, email, and chat
- Diagnosing and resolving technical issues (hardware, software, network)
- Managing and updating support tickets
- Installing and configuring hardware and software
- Performing software updates and preventive maintenance
- Training users
- Creating and updating technical documentation
- Collaborating with IT teams
- Increased first call resolution rate to 70% by training team on advanced troubleshooting techniques.
- Handled IT support for 150+ users across multiple locations.

EDUCATION

Certified Data Analyst

Epicode

📍 Agrigento, Italy

Diploma in Accounting

State Technical Commercial Institute Michele Foderà

📍 Agrigento, Italy

DRIVING LICENSE

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KEY ACHIEVEMENTS

🏹 **Civil Service Participation**

Dedicated one year to civil service, actively contributing to various community projects, working closely with non-profit organizations, and promoting cultural and educational initiatives.

LANGUAGES

Italian
Native   ●●●●●

English
Proficient   ●●●●○

SKILLS

Adobe Premier Pro	Adobe Illustrator
Adobe Lightroom	Adobe Photoshop
Analyzing Data	Android
Adobe After Effetct	Content creation
CRM Excel	Google Analytics
Google Docs	Google Meet
Google Sites	Google Sheets
Goolge Looker Studio	Moodle
MS Office Suite	Power BI
Power Pivot Power Query	Python
SalesForce Skype Splunk	SQL
Ubuntu Windows	Wordpress

PRIVACY