

ZUZANA SPISAKOVA FERREIRA

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PROFESSIONAL SUMMARY:

I have working experience in product research, sales, contract management, financial products, customer service and claims handling, with a strong orientation towards IT solutions. My background combines analytical thinking with a practical focus on meeting customer needs. I have a proven ability to work within international teams, with strong communication and teamwork skills.

PROFESSIONAL OBJECTIVE:

I am motivated professional with practical experience in Power BI, Tableau and SQL. I am eager to learn, currently studying Python to further grow my data skills. I am passionate and determined taking my analytical skills to the next level and continuously expanding my expertise in data analysis.

Project 1: Fictional Retail Company in Europe: Sales and Profit Analysis in Power BI

Description: In this Power BI dashboard I provide a geographic analysis of sales and profit data for a fictional retail company operating across Europe. I highlight performance by region, product category, segment and customer name.

GitHub Link: [Power-BI-projects/Fictional Retail Company in Europe: Sales and Profit Analysis at main · ZuzanaSpisakovaFerreira/Power-BI-projects](https://github.com/ZuzanaSpisakovaFerreira/Power-BI-projects)

Project 2: Creating UK Bank Customer Segmentation Dashboard in Power BI

Description: Business Intelligence Report – in this report I analyze UK Bank's customer segmentation based on region, age, bank balance, gender, job classification (White Collar, Blue Collar, or Other), providing insights for better decision making and for improved strategic planning.

GitHub Link: [Power-BI-projects/Creating UK Bank Customer Segmentation Dashboard at main · ZuzanaSpisakovaFerreira/Power-BI-projects](https://github.com/ZuzanaSpisakovaFerreira/Power-BI-projects)

CURRENT JOB:

BNP PARIBAS CARDIF - Policy management officer (March 2023- Present)

Description: Contract Management, Claims Management, Cognos Reporting, Dashboards Updates, Processes Development, Clients and Business partners communication, Work within International Team

Tools – Microsoft Office (Excel - PivotTables, functions), Cognos (creating reports and dashboards), Eurica (proprietary insurance software)

As a part of BNP Paribas Group – ongoing training in Compliance - Financial Security, Anti-Money Laundering (AML), Counter-Terrorist Financing (CTF), Sanctions & Embargoes (S&E), and in Cyber Defense

PREVIOUS WORK EXPERIENCE:

RMJ, Lda. Drive Car Restoration – Administrative Support Specialist

Ryanair – Cabin Crew Manager/Essential Operations

Gast Profit s.r.o. – Product Management Specialist

SKILLS: Power BI (*Power Query- ensuring Data Quality, Data Cleaning, Data Modelling, DAX, Creating Dashboards and Reports*)

Tableau (*Dashboards and Story creation, Interactive Maps, Data Blending, LOD expressions etc.*),

SQL- data analyses, Cognos, SAP, Agile methodologies (*Scrum, Kanban etc.*),

Excellent communication skills, Team player, Strong analytical thinking, Detail orientated, Problem solving

LANGUAGES: Slovak, Czech (native),
English (fluent),
Portuguese (fluent),
German (intermediate)

EDUCATION: Metropolitan University Prague –Engineer (Ing.) **Regional studies and International Trade**

- *International Trade, Economics, Law, Finance, Mathematics, Statistics, Marketing, Management*

CERTIFIED COURSES WITH PROJECTS AND PRACTICAL EXPERIENCE: Power BI, Tableau, SQL