Data Engineer and Reporting Supervisor, Project

This is the Standard Operating Procedure (SOP) related to the CPC Report for Cargurus Program:

1. Create/draw a map/squema for a Data warehouse
   1. Please consider you have multiple CRM data sources
   2. Spreadsheets
   3. HR system to count the labor hours by employees in different countries./locations.

\*Could download data domi from <https://www.mockaroo.com/>

1. Database creation with the provided data

* Create your database in MySQL.
* Create a python script to load the data provided in the google sheet to load it in the created DB.

1. Quality Control/ create a validation process process

* Create/apply quality assurance/control process to validate your data is correct/.

1. Visualization tool

* Using the data loaded in the created DB create a dashboard suite for Ops teams.
* Using the data loaded in the created DB create a dashboard suite for the executive team.

1. Analytics

* Simulate a quarterly report for the Client, considering the following scenarios:
  + Use qualitative and quantitative information
  + Low performance at the beginning of the period.
  + Show a trend of performance improvement.
  + Highlight the reason for the low performance, considering the feedback of the final customer.

Important considerations:

1. Your company is a BPO Business.
2. Your client’s products are expensive running shoes.
3. Main KPIs
   1. Coaching completion for agents
   2. Service level %
   3. Channels for customer support: Voice, Chat and Email.
4. Forecast/Targets:
   1. Coaching 100%
   2. Service Level 85%
   3. Customer Support/ CSAT 85%
5. Analytics

* Present a Demo