



EDUCATIONAL BACKGROUND

2024

- Data Analytics Bootcamp, Le Wagon
- RNCP Certification : "Designer Developer in Artificial Intelligence and Big Data Analysis, Data Analysis option"

2014

- Master's Degree in "Surveys and Consulting" M2CO, Montpellier Political Science University
- University Diploma "Market Research and Opinion Polls", Montpellier Political Science University

2013

- First year of Master's Degree in Political Science in Erasmus Exchange Program, at the Charles University of Prague. With first class honors

2012

- Degree in Political Science, Montpellier Political Science University

2009

- Baccalauréat, équivalent « A » Level, Economic and Social section

LANGUAGES

- French (Native)
- English (Fluent)
- Spanish (Basics)

HOBBIES

- Music enthusiast (Rock, Metal, Jazz, Hip Hop, Folk...). Self-taught guitar, bass and piano
- Chess & Role Playing Games

MEHDI BENNIS

DATA ANALYST

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4 rue Guillaume de Nogaret, 34070, Montpellier (France) | 2nd July 1991

WORK EXPERIENCE

University Research Engineering

Freelance - Feb 2025 to now

- Research engineering in collaboration with a political science university researcher
- **Creation and processing of databases** based on election results. **Implementation of ad hoc solutions** to meet the researcher's needs

Customer Success Manager

Easy Picky - Jan 2023 to Sep 2024

- Responsible for managing EasyPicky customer accounts. **Introduced Customer Success best practices to the company**: quarterly account reviews, satisfaction surveys, user roundtables
- **Drafted new KPIs to track account success** based on users' data, from data gathering to analysis
- **Worked closely with developers** to improve EasyPicky's solution based on customer and users' feedback

Solution Engineer

Alida - Jan 2021 to Feb 2023

- **Maps the prospect's business and technology needs to Alida's solutions** and helps validate key use cases. **Work in collaboration with sales team** to close deals
- Provides solution expertise through **product demonstrations** and **technical consultation**
- **Works collaboratively with Product Management and Product Marketing** during the development, launch, and refinement of Alida solutions
- **Conducting live Tech Product webinar** for prospects and customers

Senior Customer Success Manager

Alida - Sep 2017 to Jan 2021

- **Responsible for managing 14 accounts** across various verticals (insurance, utilities, retail, media, FMCG, charities...) and focused on opportunities to develop them. **Management of junior collaborators**
- **Product Champion**: In charge of gathering client feedbacks in order to improve our software, managing EAP and showcasing new features to customers

Customer Success Manager

Vision Critical - Sep 2014 to Sep 2017

- **Worked on many research (qual & quant)**: end-to-end projects from brief to questionnaire design, data analysis, reports, recommendation and insight workshops
- **Managed all elements of the communities' lifecycle**, including recruitment, engagement, health and satisfaction, overall success and ROI
- **Worked hand in hand with clients**, in order to understand clearly their needs and help them to be successful

SKILLS

COMPUTING

- **Python**: specialization in **data analytics**
- Packages worked with : Pandas, Scikit Learn, Plotly, Matplotlib, Seaborn, python-pptx, streamlit, requests, Beautiful Soup, poetry...
- **SQL**: worked on MySQL, Google BigQuery, DBT
- **Dataviz**: Looker, PowerBi, Apache Superset
- **Automation**: Fivetran, Zapier, Airflow
- **Collaboration**: GitHub
- Knowledge in **HTML, CSS**

PROJECT MANAGEMENT

- Customer Success Project Management, from Project Kick Off to Renewal
- Designing and analysing market research projects from brief to recommendation
- Animation of training for students, coworkers and customers: Python for Data Analytics, Excel, Dataviz, Market Research
- Advanced knowledge in **MS Excel, Word and PowerPoint**