Bruno Isidoro

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SKILLS

Programming Languages: Html5, Css3, JavaScript, Python, SQL
BI & Visualization Tools: Tableau, MS Excel, Google Sheets

PROJECTS

Customer Retention Analysis (Nov 2024)
- Evaluated customer retention data for 15,000 accounts using **Excel**, identifying patterns that contributed to a 15% improvement in customer retention strategies.
- Explored correlations in 2 large datasets, discovering key insights on customer behavior and presenting findings through **SQL** queries and **Tableau** visualizations.
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Market Segmentation Analysis (May 2024)
- Developed an interactive dashboard in **Power BI**, showcasing 8 visualizations of market trends and uncovering new customer segments that were previously overlooked.
- Designed 5 key performance indicators (KPIs) to highlight market opportunities and provide actionable insights on which customer segments to prioritize based on activity patterns.

Employee Performance Optimization (Jan 2024)
- Streamlined the reporting process by automating data extraction and analysis with **SQL** and **Excel VBA**, reducing reporting time by 20%.
- Cleansed and preprocessed 10,000 rows of employee data using **Pandas** in **Python**, optimizing data for analysis and achieving a 25% reduction in processing time.
Log

WORK EXPERIENCE

Sous Chef – Marchal at Hotel D'Angleterre (1 Michelin Star) (Mar 2021 – Sep 2024)

- Managed all day-to-day kitchen operations in high-volume luxury hotel, ensuring flawless service delivery.
- Led, trained, and scheduled a 20+ chef team, including interviewing and onboarding new members.
- Partnered on the creation and development of innovative dishes, aligning with brand standards and guest expectations.
- Maintained highest standards of quality and hygiene, safeguarding consistency and excellence across all services.

Sous Chef – Henne Kirkeby Kro (2 Michelin Stars) (Feb 2019 - Dec2021)

- Led and trained a team of chefs, ensuring consistent performance in a high pressure, fast-paced environment.
- Assisted in the creation and development of new dishes, contributing to innovation and maintaining Michelin standards.
- Oversaw quality control, guaranteeing excellence in taste, presentation, and food safety.
- Managed the day-to-day kitchen operations, coordinating staff schedules, workflow and communication across departments.

EDUCATION

Escola de Hotelaria e Turismo de Portimão, Certified by EHL Hospitality Business School (May 2014)
Meta Programming with JavaScript, Coursera (Apr 2025)
Google Data Analytics Professional Certificate, Coursera (Jun 2025)
Google Project Management Certificate, Coursera (Aug 2025)