

Work Experience

CRYPTO.COM Hong Kong

Apr 2022 – Present

Senior Business Intelligence Analyst

- Collaborated with Marketing, Finance and Product teams to understand their data needs and build the data pipelines to enable self-service through Athena or Tableau
 - Data Sources include: Crypto.com App, Defi App, NFT, Crypto.com Exchange, Google Sheets, AppsFlyer and other external APIs
- Worked with Data Engineers to automate processes and optimize company datasets
- Utilized SQL, Databricks, AWS and Tableau for data modeling, analysis, and visualization
- Seamlessly migrated all Crypto.com Exchange data to the [new 3.0 Exchange infrastructure](#) without disrupting any downstream datasets or tableau dashboards
- Top contributor of the company's Datasets GitHub repo

FLEXPORT Hong Kong

Jan 2021 – Apr 2022

Business Intelligence Analyst II

- Converted Data into actionable insights for the Global Ocean teams
- Utilized SQL, DBT, Snowflake and Looker for data modeling, analysis, and visualization
- Developed and maintained company's Looker BI-tool and training materials to enable self-serve data analysis for all employees across the company
- Top 1 contributor of the company's DBT and Looker GitHub repos
- Trained and mentored new hires on how to work with the company's complex datasets

FLEXPORT Hong Kong

May 2018 – Dec 2020

Senior Global Operations Associate

- Coordinated the shipments' operations of our clients, by creating SOPs and delegating the operation tasks between operations associates and specialists
- Assisted manager to coach and mentor newly hired operations associates and specialists
- Participated in the Ocean insourcing project and led my team to insource 80% of our volume
- Collaborated with the product team to develop 5 new product features, which reduced the overall cost to serve of our operation team by 10%

GIANNI LUPO Italy

Oct 2015 – Sep 2017

E-Commerce Specialist

Skills

IT skills:

- **Programming languages:** SQL, LookML, Python (i.e., NumPy, Panda, Scikit-learn, Seaborn)
- **Software and tools:** Looker, Tableau, DBT, Snowflake, Airflow, GitHub, Databricks, Periscope, Jira

Language skills: English, Italian, Chinese - Mandarin

Education

Hult International Business School

Sep 2014 – Aug 2015

Master's degree in International Business - 3.52 GPA

University of Birmingham

Oct 2011 – Jul 2014

Bachelor's degree in Computer Science with Business and Management - *First Class with Honors*