**Daniel Volin**

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**SUMMARY**

Highly analytical and results-driven Business Analyst with experience in data visualization, market research, and consulting. Skilled in Python, R, SQL, and Excel, with a proven ability to transform complex data into actionable insights. Demonstrated success in managing large databases, contributing to business development, and delivering strategic reports. Currently pursuing a Master's in Business Analytics, with a strong foundation in econometrics and data analysis. Proficient in Tableau and PowerBI and passionate about driving data-informed decision-making.

**EDUCATION**

**NOVA School of Business and Economics Lisbon, Portugal**

*Master of Science in Business Analytics Expected December 2025*

**Coursework includes:** Data Visualization & Curation, Marketing Analytics, Project Based Learning, Machine Learning, Research Methods, Big Data, Advanced Programming, Cloud Computing, Optimization

**University of Denver Denver, CO, US**

*Bachelor of Arts in Economics December 2020*

**Coursework includes:** Financial Modelling, Optimization, Statistics, Calculus, Advanced Microeconomics, Advanced Macroeconomics, Econometrics, **Thesis work:** Environmental Economics Theory and Application

**EXPERIENCE**

**Project Based Learning - NOS Lisbon, Portugal**

*Team Member October 2024 – Present*

**-** Developing and testing data-driven models to optimize client-manager assignments, leveraging customer journey insights and reducing Average Call Time (ACT) and increasing First Contact Resolution (FCR).

**-** Quantifying potential savings by comparing model results with historical data on call durations and resolution rates, providing recommendations to reduce operational costs for NOS.

**GMA Consulting Denver, CO, US**

*Analyst May 2021 – November 2023*

**-** Conducted comprehensive database analysis, market research, and contributed to wage studies and gravity models by conducting background research, utilizing advanced Excel skills, and employing advanced SQL queries.

**-** Developed interactive data visualizations using Tableau, Leaflet, GGPlot, and Matplotlib libraries.

**-** Transformed complex data into concise reports and presentations for management and clients.

**-** Established and managed an internal marketing database, maintaining relationships with a network of nearly 25,000 clients and partners.

*Research Assistant March 2021 – May 2021*

**-** Managed historical research databases by extracting, cleaning, and organizing data from diverse sources.

**-** Assisted in the preparation of consulting reports with a focus on demographic analysis, competitive landscape assessments, and basic financial modeling.

**Colorado COVID-19 Community Drive Up Denver, CO, US**

*Site Manager December 2020 – March 2021*

**-** Facilitated the establishment of two new COVID-19 testing sites in Colorado and one in Arizona, involving site selection, negotiations with property owners, and lease agreements.

**-** Gathered essential information to support the management team during the leasing process, including Certificates of Insurance (COIs) and temporary use permits.

**SKILLS & INTERESTS**

**Computer Skills:** MS Office, Advanced Python, R, Advanced SQL Query Capability, A/B Hypothesis Testing, PowerBI, Machine Learning, Advanced Tableau, PySpark, Data Curation, Data Cleaning, Data Visualization

**Interests:** Philanthropy, Computers, Community, Skiing, Hiking, Cooking, Outdoors, Ceramics, Art, Music, Travel.