# Diana Alatriste
## Project Manager & Research Analyst

**German work permit holder**

## Contact

+491625829302
**dalatriste25@gmail.com**
linkedin.com/in/dalatriste
github.com/dialgo25
Hamburg, Germany

## Technical Skills

- Jira, Asana, Miro
- Customer Journey Mapping
- User Interviews
- Data Analysis (Excel, SQL, Python)
- Data Visualization (Tableau, Power BI)
- Machine Learning
- Python

## Soft Skills

- Project Management
- Communication skills
- Critical and analytical thinking
- Decision-making
- Empathy

## Education

**Data Analytics Certification**
CareerFoundry GmbH
04/2023 - 09/ 2023
**Intensive 850+ hours training on project-based applied and advanced analytics (SQL, Python, Tableau)**
**Data analytics Portfolio**

**PhD in Biology**
Freie Universität Berlin
06/2015 – 10/2020

**M. Sc. in Biomedical Sciences**
Universiteit van Amsterdam
09/2012 – 08/2014

**B. Sc. in Pharmaceutical & Biological Chemistry**
National Autonomous University of Mexico
08/2006 – 05/2012

## Languages

**English** - C1 (fluent)
**German** - B2 (proficient)
**Spanish** - (native)

## Summary

Project Manager and certified data analyst with over 6 years of experience in both academic and start-up environments. Skilled in improving customer experiences and journeys by discovering, understanding, and implementing data findings.

## Professional Experience

**Customer Experience Manager - Localyze UG | Germany (Remote)**
**09/2021 - 02/2023**

- Orchestrated seamless customer experiences by facilitating direct communication and guidance for software users during their relocation processes, addressing queries, streamlining paperwork and appointments and easing concerns.
- Built and maintained relocation workflows and processes for the company's biggest market
- Co-created a library of experience maps that allowed the implementation of support on back office processes that saved on average 200 hours of manual work at the end of Q4 2022
- Led a project that rebuilt the structure of the internal Immigration Knowledge base and facilitated the collection of knowledge during the company's expansion to 8 new markets.

**Research Associate - Charité Universitätsmedizin | Berlin, Germany**
**01/2015 – 04/2020**

- Conducted comprehensive experimental planning and execution, gathering substantial datasets and employing advanced analytical techniques to derive insights and facilitate data-driven decision-making.
- Built a multidisciplinary collaboration that characterized two novel point mutations in patients with severe intellectual disability
- Presented project findings in four international meetings
- Mentored and trained seven graduate researchers in Molecular and Cell Biology techniques
- Managed project resources and budget securing over 23.000 EUR worth in grant funding
- Co-founded and coordinated a graduate student network for scientific exchange Representation of the PhDnet in official meetings with University authorities and stakeholders

**Instructor - Clubes de Ciencias, Bolivia | Santa Cruz, Bolivia**
**06/2017 – 02/2019**

- Designed and implemented science education content for a theoretical course in STEM for students between 16-21 in two consecutive editions
- Effectively yielded and improved individual student scores by 76% through successful execution of class rubrics and curriculum