

# Jose Rico

DATA ANALYST · BUSINESS INTELLIGENCE

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"A PowerBi dashboard is worth a thousand words."

## Experience

### Cardinal Health

Dublin, Ireland

SENIOR PRICING ANALYST

Apr. 2020 - PRESENT

- Creating and automating reports through SQL and Python based on stakeholders requirements.
- Building dashboards in Power BI to drive insights regarding KPI's. Some examples for KPI's are pricing accuracy tracker, monitor invoice disputes rate and backorder dashboard tracker.
- Maintaining offers and tenders prices into SAP, once these are approved by the sales force I make sure that they are being correctly upload it, to avoid future price discrepancies.
- Investigate customer price discrepancies and implementing actions to avoid these to happen in the future. The aim here is to increase the company financial health.

### Facebook by CPL

Dublin, Ireland

COMMUNITY OPERATIONS ANALYST

Jan. 2019 - Mar. 2020

- Identifying and escalating cases in regards to safety according Facebook policies.
- Enforce and improve Facebook policies working closely with the policy global team.
- Monitoring trends and rating performance across Spanish communities, researching and troubleshooting variations of performance.

### Puertas Castalla, S.L.

Alicante, Spain

CLAIMS MANAGER

Mar. 2017 - Oct. 2018

- Fraud and prevention related to inappropriate brand use.
- Analysing performance data to enhance the ratio productivity/quality taking in consideration customer feedback.
- Developing and implementing quality product standards to accomplish ISO 9001:2015 quality standards and ISO 14001:2015 environmental requirements.

### Puertas Castalla, S.L.

Alicante, Spain

ACCOUNT MANAGER

Oct. 2014 - Nov. 2016

- Order management, stock and inventory control.
- Strengthen and maintain customer relationship through constant communication and proactiveness.
- Oversee a portfolio of nearly 200 client accounts and act as the primary liaison between the consumer and the corporation.

## Education

### Dublin Business School

Dublin, Ireland

HIGHER DIPLOMA IN SCIENCE IN COMPUTING-SOFTWARE DEVELOPMENT

Sept. 2020 - Sept. 2022

- Level 8 National Framework of Qualification (NFQ).

### Dublin Business School

Dublin, Ireland

DIPLOMA IN BIG DATA FOR BUSINESS

Sept. 2019 - May. 2020

- Level 7 National Framework of Qualification (NFQ).

### University of Alicante

Alicante, Spain

BACHELOR'S DEGREE IN BUSINESS & MANAGEMENT

Sept. 2010 - Jun. 2016

- Level 6 European Qualification Framework (EQF).

## Skills

**Data Analysis** SQL, Python, R & Power BI.

**WEB** HTML5, JS & CSS.

**Others** SAP, VBA & Git.

**Languages** English, Spanish & Catalan.