

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