

GIULIA KARANXHA

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Summary

I am passionate about data and simplifying technical processes for non-tech people. I can use **SQL, Excel, Power BI / Tableau, Power Automate, and Python** to extract, analyze data and create **presentations and dashboards**. I am **very organized**, currently studying for a Bachelor of Business Administration **in IT with a major in Cyber Security** from Laurea University (online). I have experience managing medium groups of people (30) and creating documentation in the workplace. I lived in Australia from 2018 to 2021; thus, I speak **English and Italian fluently**. I also speak **Spanish** (intermediate), **French** (basic). Available for University internship. Looking for a position where I can use my communication and documentation skills.

Skills

Expert in: Excel, Canva, PowerPoint, communication and creating clear documentation, people management

Intermediate in: Python, SQL, HTML & CSS, Tableau, PowerBI, PowerAutomate

Basic in: Linux (Bash), Network protocols, BigQuery, Google Cloud, MySQL, SQL Server, VM, Git

Learning: Java, Docker, Kubernetes, Burp Suite, ([Top 9% on TryHackMe](#)), Wireshark

Education

B.B.A (Business Administration) in IT 2022-2024 (Expected)

Laurea University of Applied Sciences, Online

Business, project management, marketing, network, and IT security based on CCNA and CompTIA, ITIL and Agile/DevOps frameworks.

Tech: HTML, CSS, Python, Linux, Java. Grades: 4.7/5

EQF Level 4 Diploma as Data Analyst 2021-2022

IFOA, Bologna (Italy)

- Maths & Statistics
- Data mining and text with Spacy, NLKT, NooJ
- ML, Python libraries (Sci-kit Learn, Matplotlib, Seaborn, Plotly)

Experience

SPS Associate May 2022 - Dec 2022

Amazon, Barcelona, Remote

- Project owner for the NVA tickets (non-value-added) of my team. I reduced the average of NVA **from 26% to a steady 7%** (well under the 10% target) in 7 weeks by coaching other associates through presentations, analysis, and finding defects in the processes;
- Launched the use of Asana (project management tool) in the team
- Created supporting Quip documentation for the team and weekly reports to my manager;
- Created tickets to improve and update the current SOP;
- Mentored my colleagues to improve their performance acting as a point of contact;
- Provided timely and accurate operational support to Merchants selling on the Amazon platform by chat, e-mail, and phone contacts.

Store Manager

2017 - 2018

CeX Webuy.com, Parma, Bologna, Italy

New opening in Parma, 4th store for CeX (Webuy.com) in Italy.

I spent the last months working in all four Italian shops, living in Bologna, in an international environment.

This job helped me to get a strong management background in a retail environment.

- My store consistently scored **over 85%** in the monthly OPS report
- In the last two years, Trustpilot's score of our Country **increased by almost 3 points**, ranking Italy in first place among all CeX stores in the world for e-commerce customer satisfaction;
- Initiate changes to improve the business based on the data available, e.g. revising Sundays opening hours to ensure the store can compete effectively in the local market, becoming the first store in Italy with different opening hours on Sundays.

Deputy Store Manager

Feb 2017 - August 2017

KASANOVA, Parma, Italy

New opening for a home furnishing retail store.

- Strengthened the technology skills of my colleagues, training them to use the company's software;
- Managed a team of 7, arranging the timetables;
- Created the Facebook page building up customer loyalty to the brand.

Volunteer

School Teacher, Nairobi, Kenya EVS

Dec 2016 - Jan 2017

Red Cross Volunteer, Italy

2011-2015

Links

GitHub: <https://github.com/karanxhagiulia>

Tableau: <https://public.tableau.com/app/profile/karanxhagiulia>

LinkedIn: <https://www.linkedin.com/in/karanxhagiulia/>

Certifications

Applied Data Science with Python - Level 2, IBM Cognitive Class

Introduction to Cybersecurity, CISCO

Currently studying for **CompTIA Security+**

Languages

English C2

Italian C2

Spanish B1-B2 (Completely understand it, but still learning the correct grammar to speak it!)

French B1

Finnish A1