Giulia Karanxha

Data Analyst

I am a highly analytical and data-driven individual with a strong background in IT and business. My technical skills in **SQL, Excel, Power BI/Tableau, Power Automate, and Python**, coupled with my experience in **managing medium-sized teams, creating documentation and delivering exceptional customer service**, make me a valuable asset to any business looking to drive positive change through data analysis.

karanxhagiuliawork@gmail.com

+34 611505903

Barcelona, Spain

karanxhagiulia.github.io/

linkedin.com/in/karanxhagiulia

github.com/karanxhagiulia

WORK EXPERIENCE

Investigation Specialist (KYC)
Amazon

02/2023 - Present   *Spain (Remote)*

Achievements/Tasks

- Successfully completed over 100 customer due diligence checks, ensuring compliance with regulatory requirements and minimizing the risk of financial crime.
- Identified and resolved over 15 exceptions during due diligence checks, reducing the risk of financial crime and ensuring compliance with regulatory requirements.
- Assisted with the implementation of new regulatory changes into business operations, ensuring timely compliance with new requirements and minimizing risk exposure.
- Provided expert support and guidance to investigations and operational staff, helping them understand AML requirements and improve compliance in their areas of responsibility.

SPS Support
Amazon

05/2022 - 01/2023   *Spain (Remote)*

Achievements/Tasks

- Project owner for the NVA tickets (non-value-added) of my team. **Reduced the average of NVA from 26% to a steady 8%** 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.
- Developed supporting Quip documentation for the team and weekly reports to my manager.
- Created tickets to improve and update the current SOP.
- Kept my performance in the overall **top 25%.**
- **Mentored my colleagues** to improve their performance, acting as a point of contact and **helping reduce their handling time by up to 20%**.
- Provided timely and accurate operational support to Merchants selling on the Amazon platform by chat, e-mail, and phone contacts.

Farm Supervisor
Lynbrook Citrus

02/2019 - 08/2021   *Australia*

Achievements/Tasks

- My working holiday in Australia (where I got "stuck" because of Covid), became an incredible experience living in rural Queensland and working in a farm with locals and **people from all over the world.**

EDUCATION

Bachelor's in Business Administration in IT, developing Digital Services
Laurea University of Applied Sciences

08/2022 - 12/2024

4.7/5

Courses

- SQL, Excel, Java, HTML, CSS & Javascript.
- Python & Data Analysis.
- Business Management & Accounting.
- Marketing & Customer behavior.
- UX design & Project Management (Agile, DevOps and Scrum).

EQF Level 4 Diploma as a Data Analyst
IFOA Bologna

09/2021 - 06/2022

100/100

Courses

- Excel advanced, SQL (MySQL, SQL Server).
- Data Visualization: PowerBI, Tableau and Python.
- Statistics, Marketing & Business Intelligence.
- Machine Learning: Python (Scikit Learn, Matplotlib, Seaborn, Plotly).

LANGUAGES

English
Native or Bilingual Proficiency

Italian
Native or Bilingual Proficiency

Spanish
Limited Working Proficiency

French
Limited Working Proficiency

Finnish
Elementary Proficiency

WORK EXPERIENCE

Store Manager
CeX Webuy.com
08/2017 - 06/2018   *Italy*

Achievements/Tasks

- 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.
- **Consistently scored over 85% in the monthly OPS report.**
- In the last two years working there, the Trustpilot's score of our Country **increased by almost 3 points,** ranking Italy in first place among all CeX stores worldwide for e-commerce customer satisfaction.
- **Initiated 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
Kasanova
03/2017 - 05/2017

Achievements/Tasks

- 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.

Customer Service
IKEA
08/2015 - 08/2016   *Parma, Italy*

VOLUNTEER EXPERIENCE

Teaching assistant
EVS
01/2017 - 03/2017   *Nairobi, Kenya*

Tasks

- I volunteered in a local school with kids from age 4 to 14, helping them with English, history, maths and building projects (such as helping with the modernization of the school's toilets.
- While volunteering in Kenya, I was struck by the impact that data can have on decision-making and outcomes, particularly in light of Cambridge Analytica's role in the Kenyan elections. This experience sparked my passion for data and my belief in the importance of making complex information more accessible and simple.

Red Cross Volunteer
Red Cross Italy
07/2011 - 01/2015   *Italy*

CERTIFICATES & COURSES

Cert Prep: Scrum Master (01/2023)

IBM Applied Data Science with Python - lv.2 (01/2022)

SAP ERP Foundations (01/2023)

Introduction to Cybersecurity - Cisco (11/2021)

Google Analytics Advanced

SQL Essential Training (01/2023)

SKILLS

Agile Planning   Excel   SQL   Python   Tableau   PowerBI   SAP ERP   Canva   PowerPoint   HTML   CSS   Figma   Big Data Analysis   MySQL   Java   MS Sharepoint   SQL Server   Project management (Asana, Trello, ClickUp)   Git   Google Cloud   Power Automate   Scrum Training

SOFT SKILLS

Critical Thinking   Analytical   Communication Skills   Public Speaking   Creating documentation   People management   Meeting Facilitation   Collaboration   Servant Leadership

INTERESTS

Data Visualization trends

International travels and exploring different cultures

Painting and design   Sustainability

Research and creating presentations of various topics for my family/friends

Volunteering