

# 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. Looking for a **remote** (mostly) position.



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## WORK EXPERIENCE

### Junior Business Analyst ASL

Nestlé

12/2022 - Present

Barcelona

#### Achievements/Tasks

- Built and delivered **on-time ASL reports** on a regular basis, including **data collection (Python, SQL, DAX)**, **visualization (PowerBI)**, and quality check to ensure accuracy across **ASL CRM, SAP**, and other platforms.
- Efficiently drove data projects and coordinated with **internal and external stakeholders**.
- Actively contributed to the evolution of ASL's Global Performance Measurement framework and developed the roadmap of Dashboard offerings to support markets in improving speed and decision-making.
- Assisted with **designing, preparing templates**, and using various **MS PowerPoint** presentations used regularly within the ASL BCN.
- Assisted with the maintenance and creation of ASL **MS SharePoint pages** and sub-sites.
- Worked with the team on new CRM development and documentation, forecasting, and improvements.
- Provided Operations Functional Support (onboarding external vendors).

### SPS Support

Amazon

05/2022 - 12/2022

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 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.
- 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 15%**.
- **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.



## 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.

### EQF Level 4 Diploma as a Data Analyst

IFOA Bologna

09/2021 - 06/2022

#### 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

### 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**.

### 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



## SKILLS

Excel

SQL

Python

Tableau

PowerBI

Canva

PowerPoint

HTML

CSS

Figma

Big Data Analysis

MySQL

JAVA

MS Sharepoint

SQL Server

Project management (Asana, Trello, ClickUp)

Git

Google Cloud

Power Automate



## SOFT SKILLS

Critical Thinking

Analytical

Communication Skills

Public Speaking

Creating documentation

People management



## CERTIFICATES

Introduction to Cybersecurity - Cisco  
(11/2021)

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



## INTERESTS

Data Visualization trends

International travels and exploring different cultures

Painting and design

Creative writing

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

Volunteering

Cooking