

GIULIA KARANXHA

Barcelona, 08860 | +34 611505903

karanxhagiuliawork@gmail.com | <https://karanxhagiulia.github.io>

Summary

With a solid background in IT and business, I bring a **data-driven and analytical approach** to everything I do. My proficiency in tools such as **SQL, Excel, Power BI/Tableau, Power Automate, and Python**, as well as my experience **managing medium-sized teams, creating documentation, and delivering top-notch customer service**, make me an asset to any organization seeking to leverage data analysis to drive positive change.

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

Education

B.B.A (bachelor's in business administration) in IT

2022-2024(Exp.)

Laurea University of Applied Sciences, Online

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

Tech: HTML, CSS, Python, Linux, Java. Grades: 4.8/5

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

KYC Investigation Specialist

Feb 2023 - Current

Amazon, Barcelona, Remote

- Won an award as a star trainee for engagement during training, demonstrating a strong work ethic and dedication to continuous improvement.
- Contributing to reducing fraud-related losses and improving overall site quality, helping to protect Amazon's reputation and customer base Created tickets to improve and update the current SOP.
- Conduct thorough investigations into potential fraud cases, using a range of techniques and tools to identify suspicious activity.
- **Proactively identified areas for improvement** in existing processes and procedures and worked to implement changes to improve efficiency and effectiveness.

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.
- Improved existing SOP to **drive collaboration between different teams**.
- Mentored my colleagues to improve their performance by **acting as a point of contact**.

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 role 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 first among all CeX stores worldwide for e-commerce customer satisfaction.
- Initiate changes to improve the business based on the data available, e.g. revising Sunday 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 and managed the store's Facebook page to build up a customer base.

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/>

Languages

English C2, Italian C2

Spanish B2, French B1, Finnish A1