

# Monica Dias

Highly skilled in data engineering and analytics, adept at providing strategic insights, interpreting complex data, and delivering concise reports. Collaborative communicator fostering client connections to understand data nuances and business needs. Actively engages with senior management to enhance databases, data systems, and analytics strategies

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## EXPERIENCE

### Caterlyst, Watford — *Data Analyst*

June 2022 – Present

- Revamped and optimised data processes across the company, yielding significant time savings and improved operational efficiency.
- Managed a substantial database of 4 million records, maintaining optimal performance and accessibility.
- Introduced automation where applicable, minimising manual intervention and accelerating data-related tasks.
- Utilise SQL proficiency to extract, manipulate, and analyse data, resulting in comprehensive and accurate reports that drive informed choices.

### Air Business Limited, Hatfield — *Customer Service Assistant*

June 2021 – June 2022

- Leveraged advanced Excel techniques—pivot tables and v-lookups—to scrutinise and augment Customer Databases, unearthing insights to drive issue resolutions.
- Proficiently executed data entry, analysis, PowerBi visualisations, and audits, culminating in precision-driven data reporting and vigilance over data accuracy.

### Amazon, London — *Shift Manager*

May 2020 – June 2021

- Dynamic utilisation of daily and weekly statistical insights unveiled operational frailties, propelling innovative strategies that consistently amplified performance by at least 20%.
- Attained remarkable regional distinction: exceeded opening week target with over 98% success in parcel deliveries, setting a benchmark.

### Ubiquis, London — *Junior Data Engineer*

May 2019 – May 2020

- Proficiently managed databases, executed data analysis, and harnessed machine learning proficiency in SQL and R.
- Seamlessly orchestrated migration of diverse client data formats (xml, csv, json) to prominent databases like MySQL, PostgreSQL, and Neo4j using Pentaho data integration, fostering data synergy and operational optimization.

### GLL, London — *Customer Service Assistant*

December 2017 – November 2020

- Amplified customer base growth by orchestrating the transition of recurring customers into enduring members, bolstered by strategic themed events tailored to distinct persona segments.

## TECHNICAL SKILLS

Pentaho Data Integration  
Python  
SQL  
R  
PowerBI  
Html  
Css  
JavaScript  
Git/Github  
Excel

## SKILLS

Data Cleansing  
Data Transformation  
Data Manipulation  
ETL  
Data Pipelines  
Data Analysis

## Education

**MSC Big Data Science** – Queen Mary University of London, England, September 2017– May 2018

**BSC Economics with a year abroad (Hong Kong)**– Essex University, England, September 2013– July 2017

## Projects

Website Development:  
[www.ydisecurity.co.uk](http://www.ydisecurity.co.uk)

