

Matías Q. Möhring

Data Analyst

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[GitHub PORTFOLIO](#)

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Technical Skills

- Languages: **SQL** (MySQL), **Python** (Pandas, NumPy, Plotly)
- Tools: **Power BI / Tableau** (Dashboards), **Excel** (Governance, Pivot Tables, Macros)
- Techniques: **Forecasting**, **EDA**, **KPI** Reporting, **A/B** Testing
- Soft Skills: Stakeholder Communication, Problem-Solving, Cross-Functional Collaboration

Experienced Data Analyst specialized in **Business Intelligence & Operational Insights**, with a background in **Operations Management** and **Customer Service**. Skilled in **SQL**, **Excel**, and **Data Visualization** (PowerBI, Python) to drive data-informed decision-making. Proven success in analyzing key performance metrics, building dashboards and conducting exploratory data analysis (EDA). Adept at translating complex data into actionable insights for strategic decision-making. A proactive, detail-oriented problem-solver committed to leveraging data for impactful outcomes.

Languages: English, Spanish, German.

Skills

- Data analysis, visualization and presentation
- CRM- and ERP-Systems
- Forecasting
- Workflow optimization
- KPI tracking
- Key account management
- Troubleshooting and inquiry handling
- Teamwork
- Creative Problem-solving and critical thinking

Work History

Jan 2023 - Feb 2025 : Data Analyst | Operations Manager

LR Mobility GmbH, Berlin, Germany

SaaS, Bike-sharing/rental platform

- **Analyzed and reported** key performance, customer and sales metrics to senior management (SQL, Excel, Python, PowerBI), providing **actionable insights** to drive strategic decisions based on clearly visualized data (charts, dashboards).
- Key Partner Management: produced **insurance data reports**, including data cleaning and exploratory data analysis, and coordinated projects with the insurance provider.
- Led **EDA projects** on insurance data to identify fraud anomalies and process inefficiencies
- Implemented the company's first cash **forecasting** system through Excel and SQL, with initial accuracy rate of 80%, enabling data-driven decision-making and improving operational planning.
- Built **executive dashboards** in Power BI for weekly performance reporting
- Collected and structured **diagnostic data** to support operational improvements.
- Streamlined **key account management processes**, enhancing efficiency through data analysis.
- Managed approximately 30 daily customer **inquiries** via calls, emails, and in-store visits.
- Utilized project management software to track progress, coordinate initiatives, and ensure timely completion of projects.
- Managed **social media** platforms, ensuring a consistent brand voice and message to enhance customer engagement and brand visibility.

Aug 2022 - Jan 2023 : Salesperson

Andenbuch Buchladen, Berlin, Germany

Bookshop and Cultural Center

- **Data governance:** automated and optimized data collection (from paper to Excel), and collected and structured diagnostic data to support operational improvements (sales analytics).
- Boosted sales by consistently engaging with customers, identifying their needs, and providing tailored recommendations.
- Coordinated 2-3 cultural events per week (Latin American literature, music, film), increasing foot traffic to the store.
- Increased social media engagement rates.

Aug 2021 - Aug 2022: Customer Service Coordinator

Yeply Germany GmbH, Berlin, Germany

Mobile Bike Workshop

- Collected and structured **diagnostic data** to support operational improvements (Shifts, inventory, schedules), and **streamlined** workshop processes improving turnaround times and overall service quality.

Education

- Sep 2022: Master of Arts: Cultural Studies, Freie Universität - Berlin, Germany
- Dec 2017: Bachelor of Arts: Spanish Language And Literature, Universidad Católica - Santiago De Chile
- Dec 2013: Undergraduate Studies: Engineering, Adolfo Ibañez University - Santiago De Chile

Previous Experience

- Event Assistant, Lupine Mentoring e. V. (Berlin, Germany 2020 - 2021). Workshop for Children with Refugee and Migrant Backgrounds.
- Graduate Researcher, Freie Universität Berlin (Berlin, Germany 2020 - 2021). Transcriptions and scientific editing.
- Librarian, Universidad Católica De Chile (Santiago De Chile 2018-2019)
- Salesperson, Feria Chilena Del Libro - Bookshop (Santiago De Chile, 2018)