


# Matías Q. Möhring

Data Analyst

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🔗 Website Portfolio  LinkedIn Profile

## SKILLS

**Analytics** — Data Analysis | KPI Reporting | Data Cleaning | Quality Assurance | SQL, Python | Excel (Pivot Tables, Macros) | Reporting and Forecasting | Web Analytics (Google Analytics) | Dashboard (PowerBI, Tableau), **Soft Skills** — Written and verbal Communication Skills | Data-driven Strategy | Cross-functional collaboration | Creative Problem-Solving skills, **Hard Skills** — Operations | Business Intelligence | Sales | Customer Service | CRM Systems, ERP Systems | Process Documentation | Workflow Optimization | Presentation Skills

## SUMMARY

### Data Analyst | Business Insights | Problem-solving | Data & People

Results- and customer-oriented Data Analyst with over 3 years of experience translating complex datasets into actionable insights across customer-centric and operational projects. Hands-on, adaptable team-player with a strong foundation in data modeling, linguistics, and stakeholder-management. Experienced in analyzing data to extract trends, improve user experience, and guide product strategy, as well as chatbot and NLU training. Skilled in cross-functional collaboration with product, sales, and development teams to deliver data-backed recommendations. Adept at managing analytics projects end-to-end with a structured, quality-driven approach—well-suited for fast-paced environments focused on dialogue systems, rankings, and customer interaction design.

## LANGUAGES

English	● ● ● ● ●	Spanish	● ● ● ● ●
German	● ● ● ● ●	French	● ● ● ● ●
Italian	● ● ● ● ●		

## WORK EXPERIENCE

### ListnRide (SaaS),

01/2023 – 02/2025 | Berlin, Germany

Senior Operations Manager | Data Analyst

- **Business Intelligence & Sales Analytics:** Designed and maintained automated reporting solutions (Power BI dashboards), monitored regional performance using Google Analytics, and optimized customer retention and engagement—contributing to improved sales support and SEO performance.
- **Conversational AI Integration:** Implemented and trained a no-code, rule-based Customer Support chatbot; later migrated and trained a Large Language Model (LLM)-based version—reducing support ticket volume by 60% and improving customer experience.

- **Forecasting & Financial Planning:** Built and launched the company's first cash forecasting system using SQL and Excel, achieving an initial 85% accuracy rate and enabling strategic, data-informed decisions across operations.
- **Partner & Stakeholder Management:** Created and maintained SQL-based reports for key insurance partners; served as the main point of contact, ensuring timely and transparent communication.
- **Project Coordination:** Worked cross-functionally with internal departments and external stakeholders to meet project deadlines, improve team alignment, and streamline execution.
- **Data Automation & Reporting:** Automated data collection processes using SQL and Excel, increasing reporting accuracy and reducing manual workload—leading to faster, more reliable operational insights.
- **KPI Monitoring & Insight Delivery:** Tracked key performance indicators and delivered actionable insights to senior leadership using SQL, Python, Excel, and Power BI—informing product, sales, and customer lifecycle strategies.
- **Customer Operations Leadership:** Led the Customer Service Team (call center and CX), aligning team goals with company strategy and achieving a 60% improvement in first-response time.
- **CRM & Funnel Optimization:** Leveraged Pipedrive CRM to analyze customer behavior, optimize user funnels, and track project progress—accelerating the delivery of customer-facing initiatives.
- **ERP Implementation:** Implemented the ERP system (Odoo) to streamline scheduling and HR workflows—enhancing team efficiency and operational clarity.
- **Fraud & Risk Analysis:** Identified and addressed anomalies linked to fraudulent activity, strengthening payment system integrity and customer trust.

**Andenbuch Buchladen, Sales | Business Analytics**

08/2022 – 01/2023 | Berlin, Germany

- Digitized and automated sales records, improving **data governance** and enabling structured **BI analysis**.
- Conducted **analytics** to inform inventory planning and customer engagement strategies.
- Boosted **sales** and retention through personalized customer interactions and recommendations.
- Coordinated 2–3 **cultural events** weekly, increasing foot traffic and social media reach.
- Fostered a customer-first, community-driven environment that enhanced **loyalty and engagement**.

**Yeply Germany GmbH, Customer Service Coordinator**

08/2021 – 08/2022 | Berlin, Germany

- Collected and structured **field data** to improve routing, scheduling, and service performance.
- Acted as **liaison** between field teams and product, enabling fast iteration on tools and processes.
- Gained **hands-on** insight as a field mechanic, translating frontline experience into service improvements.

## EDUCATION

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**Freie Universität - Berlin, Master of Arts: Cultural Studies**

09/2022 | Berlin, Germany

**Universidad Católica - Santiago De Chile,**  
Bachelor of Arts: Spanish Language And Literature

12/2017 | Santiago De Chile

**Adolfo Ibañez University - Santiago De Chile,**  
Undergraduate Studies: Engineering

12/2013 | Santiago De Chile

## PREVIOUS EXPERIENCE

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**Librarian, Universidad Católica De Chile**

2018 – 2019 | Santiago De Chile

**Salesperson, Feria Chilena Del Libro - Bookshop**

2018 | Santiago De Chile