

Matías Q. Möhring

Data Analyst

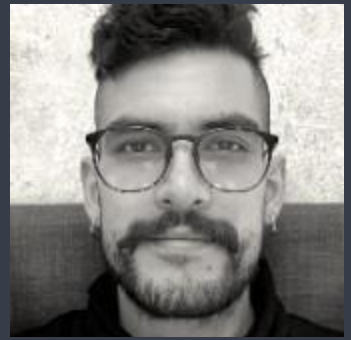
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Experienced Data Analyst with a background in Operations Management and Customer Service. Skilled in **SQL, Excel, and data visualization (PowerBI, Python)** to drive **data-informed decision-making**. Proven Success in analyzing key performance metrics, 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.



Work History

Jan 2023 -
Feb 2025

Data Analyst | Ops 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).
- Produced insurance data reports, including data cleaning and exploratory data analysis, and coordinated projects with the insurance provider.
- 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.
- Operations Management: streamlined key account management processes, enhancing efficiency through data analysis.
- Customer Service — order management and cross-functional collaboration: 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, Berlin, Germany

Bookshop and Cultural Center

- 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), fostering a vibrant community atmosphere and increasing foot traffic to the store.
- Increased social media engagement rates by creating appealing content, promoting events and driving customer interest.

Aug 2021 -
Aug 2022

Customer Service Coordinator

Yepla Germany GmbH, Berlin, Germany

Mobile Bike Workshop

- Bicycle diagnostics and maintenance.

- Fleet Maintenance Specialist contractor for Flink GmbH (DACH region).
- Streamlined workshop processes, improving turnaround times and overall service quality.



Technical Skills

- **SQL** (MySQL), **Python** (Pandas, NumPy)
- **Excel** (Pivot Tables, Charts, Descriptive Analysis)
- **Power BI** (Visualization: Interactive Dashboards)
- **Analytics** (Cohort Analysis, A/B Testing)



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



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)