

Niko Grgurev

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[LinkedIn](#) | [GitHub](#)

EXPERIENCE

WOLT CROATIA d.o.o., Zagreb, Croatia

Data and Integration Analyst, January 2024 - Present

- Responsible for analyzing key restaurant account data using Snowflake.
- Creating dashboards for key accounts using Looker.
- Integrating new and existing restaurants into Wolt platform.

Transcom Worldwide, Remote

Customer Service Specialist, September 2021 – March 2022

- Handled high-volume inquiries and resolved issues regarding Bolt Food customer issues.
- Managed customer interactions via various communication channels
- Developed strong sense for customer-first business model while serving more than 300 customers on a weekly basis.

Assist Digital, Hybrid (Zagreb, Croatia, remote)

Customer Service Executive, March 2021 – September 2021

- Provided customer support for Booking.com, assisting customers from the Balkans region.
- Resolved issues regarding accommodation, reservations and guest inquiries.
- Recognized as a member of the best outsourced team for 6 consecutive months, demonstrating exceptional customer care skills.

EDUCATION

DATA SCIENCE NEET ACADEMY, Šibenik, Croatia

MS – Data Scientist

- Developed, trained and deployed machine learning model for predicting outcome of the future NBA games with the accuracy score of 75 percent. Data was scraped from various statistics-related websites and enhanced with my own advanced statistics model.

RELEVANT PROJECTS

- All projects are listed and available on my GitHub account

TECHNICAL SKILLS

- Skills and software: Data collection, data analysis, data engineering, automation engineering, integrations, machine learning, some AI, LLM; Snowflake, Google BigQuery, Looker Studio, Postgres, Docker, VSCode
- Languages and packages: Python (pandas, NumPy, scikit-learn, keras, OpenCV, beautifulsoup, requests, matplotlib, TensorFlow, huggingface), SQL