



Manos Psarakis

Data Analyst

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Maastricht, Netherlands 6224AL

Business-driven professional with a track record of converting intricate financial and operational data into tangible insights, backed by expertise in RPA technologies and finance. Proficient in SQL and Python for operational efficiency and data-driven decisions. Skilled in crafting dynamic dashboards with Power BI and Tableau, aiding stakeholders in informed decision-making. Articulate communicator adept at building robust relationships across executive tiers and ensuring client satisfaction. Key team player exhibiting strong passion for excelling within remote environments. Adept at facilitating projects within agreed timelines through effective utilization of Agile methodologies.

Areas of Expertise

- Data Management & Transformation
- KPI Reporting & Analysis
- Data Visualization & Dashboard development
- Requirements Analysis
- Project Planning & Delivery
- Business Process Improvement

Technical Skills

- **Database Management:** MySQL, Oracle, Teradata, Snowflake
- **Data Visualization:** Tableau, IBM Cognos, Power BI
- **Programming Languages & Data Analysis:** Python, SQL VBA, DAX, M, SPSS
- **Office Productivity:** MS Office (Excel, PowerPoint, Access)
- **RPA & Web Technologies:** MS Power Platform (Power Automate, Power Apps), SharePoint
- **ERP Systems:** SAP, SoftOne

Accomplishments

- Developed Advanced Duty billing collection reports for top-performing countries by uncovering key success factors, presenting findings to country boards, and driving targeted strategy improvements.
- Employed historical data to forecast benefits, assessing the write-off process given the absence of an RTO policy. Enhanced the depth of the findings by identifying defects in enterprise systems and providing management with crucial insights into the reasons for shipment returns.
- Collaborated on the 'Profect application', designed to accurately predict shipment values and relay precise data to customs authorities for necessary declarations, ensuring compliance. Report reconciles billed vs what Profect predicts, realising million-euro savings to the bottom line by avoiding fines and penalties from the customs authorities.
- Achieved enhanced data integrity, minimized operational risks, and bolstered overall system reliability by pioneering a data reconciliation system to validate data flow across diverse applications within the GDB suite.
- Successfully led the complete solution architecture and implementation for the European Investment Office team, automating the approval workflow for business case requests and redesigning post-tender project KPI reports.
- Captured and reported defects onto the business, facilitated proactive issue resolution, and increased user adoption rates with "Phantom Data tool" designed to compare simulated data with real-time data on UAT phase of the GDB suite.

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Experience

Professional Data Analyst, DHL Express (GHO), Maastricht, Netherlands Oct 2022 – Present

Leverage advanced SQL and Python tools to increase operational efficiency, facilitate data-driven business decisions, and revamp complex billing data into actionable insights. Enable stakeholders to make informed decisions by engineering dynamic dashboards and visual aids via utilisation of Power BI and Tableau. Co-ordinate with cross-functional teams to decode business objectives into data-centric queries by offering insights to add value to projects.

- Improved quality by leading data cleansing and preparation activities for numerical and categorical data sets.
- Enhanced overall accuracy of data analysis process by identifying and resolving issues, bugs, and roadblocks through demonstration of exception problem-solving skills, ultimately addressing all data points.

Data Analyst, DHL Express (EUHQ), Brussels, Belgium Oct 2021 – Sept 2022

Transformed investment case review process into streamlined digital workflow by formulating and deploying innovative solutions. Managed and refined data, crafting KPI dashboards in Power BI for post-tender project evaluations. Instituted digital submission and review mechanism for investment proposals by using SharePoint and web application technologies.

- Slashed manual effort by automating business case approval process via SharePoint, Web Apps, and RPA technologies.
- Enhanced data retrieval speeds and significantly reduced storage costs through strategic utilization of SharePoint, ensuring swift data access and cost-effective storage solutions.

Financial Analyst, FAIS Group, Athens, Greece Apr 2021 – Sept 2021

Crafted detailed financial reports and projections to evaluate profit and loss statements. Supervised cash flow dynamics by focusing on liquidity planning and control measures. Facilitated seamless financial transactions by liaising closely with banking institutions and co-ordinating payments. Contributed to annual budgeting and business planning initiatives by supporting strategic decisions.

- Bolstered company's financial stability and reduced liquidity risks by supervising cash flow dynamics and focusing on control measures.
- Improved operational efficiency by managing full spectrum of daily financial activities, such as accounts payable, accounts receivable, invoicing, and order processing.

Education & Credentials

Master's Course in Data Science, Open University of the Netherlands, Netherlands, 2023

Scientific Programming, Databases, Data Formats & Transfer, Understanding and data Preparation, Data modelling using Machine Learning, Text Analytics, Data Visualization in Python, Time series analysis, Deep Learning. Big Data Analytics.

Data Analysis & Financial Reporting Bootcamp, WorkEarly Academy, Greece, 2022

Datawarehouse/ETL Process, SQL Programming, Tableau, PowerBI, Python Fundamentals, Business Analysis, Financial Reporting & Analysis.

Bachelor of Science (BSc) in Economics, University of Crete, Rethymno-Crete, Greece, 2019

Mathematics, Statistics, Econometrics, Accounting, Business Administration, Micro-Macroeconomic Theory, Game Theory, etc.

Honors & Awards

Regeneration Finalist: Soft Skills Learning Path - Storytelling, Growth Mindset, Feedback, Project Management, Creativity, Presentation Skills, Adaptability, Teamwork, Communication, Self-Awareness, Organization, Pitching your idea, Design Thinking.

AIESEC Global Talent: Leadership Development Experience.

Languages

English: Proficient | **Greek:** Native | **German:** Basic