

# Guillaume Besson

Data Analyst

## Profile

Motivated and adaptable professional with a strong background in web design, I am currently transitioning to a career as a Data Analyst.

With a solid foundation in data manipulation, statistical analysis, and visualizations, I am eager to apply my skills to support data-driven decision-making and contribute to the success of the organization. My attention to detail and commitment to continuous learning position me as an excellent candidate for a Data Analyst role.

With a passion for uncovering patterns and trends in data, I approach projects with meticulousness, strong problem-solving abilities, and a dedication to delivering excellence in every endeavor.

## Employment History

### Data Analyst Consulting - SuperCoop - Berlin

June 2023 - Current

- Creation of dashboards in Tableau in order to better understand and optimize certain company issues (Staffing, food waste).
- Creation of scripts using Python to generate reports that can be accessed over the internet. (Using Flask for the front-end creation).

### Web Design - SEO - FREELANCE, Berlin

September 2012 — June 2023

- Created a professional website for the former head of the German industry Joachim Lang. <https://www.strategic-minds.eu/>
- Successfully developed and managed a personal blog that attracted a consistent annual traffic of 2 million visitors, resulting in generating 45,000 euros per year for three consecutive years.
- Demonstrated versatility and adaptability by creating professional websites for a diverse range of clients, including law firms, established artists, and public institutions. Delivered tailored web solutions that effectively showcased their unique offerings and contributed to their online success.
- Thrived both as an independent freelancer and within agency environments,

## Details

Berlin, Germany,

015255709849

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## Links

[Data Analyst CV](#)

[Linkedin](#)

[Portfolio Webdesign](#)

## Skills

Tableau

SQL

Python

Data Clean-ups

## Languages

French

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English

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German

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## Guest Services Coordinator at Ibahn, London - Paris - Berlin

October 2006 — September 2010

- Successfully managed a half-million-pound Helpdesk budget, effectively allocating resources to meet operational needs and drive cost efficiency.
- Acted as the primary liaison between Ibahn and outsourced global helpdesks in multiple countries, ensuring smooth communication, efficient workflow, and timely issue resolution.
- Played a key role in training and assessing helpdesk agents, contributing to their professional development and enhancing customer service quality.
- Implemented robust quality control measures, resulting in improved service delivery and customer satisfaction.
- Demonstrated strong negotiation skills during contract negotiations, securing favorable terms and conditions with external vendors and partners.

## 📖 Education

### MSc in IT Security, Westminster University, London

January 2004 — June 2005

### LLM in Business Law, Law School, Angers (France)

September 1997 — June 2001

### Baccalauréat 'Sciences', Lycée Saint Martin, Angers

June 1997 — June 1997



## Projects and skills, Berlin

June 2022 — June 2023

- Create programs with **Python 3**
- Query and manipulate data with **SQL** and Python **pandas**
- Create data visualizations with Python **matplotlib** and **seaborn**
- Summarize and analyze datasets
- Conduct hypothesis testing
- Design experiments
- Clean and tidy datasets
- Use statistical methods to evaluate large and small datasets
- Answer business questions with data
- Build dashboards to tell a data story with **Tableau**
- Use advanced SQL techniques to analyze data efficiently and communicate findings
- Decide when to use BI Tools vs. programming tools to solve problems and answer questions
- Leverage **Jupyter Notebooks** for experimentation and communication