

# Stefan Rieß

Junior Data Analyst with a strong background in Customer Support and engagement. Experienced in deep research of Logfiles Visualizing complex subjects and presenting them in an understandable way to Customers.

## Professional Experience

### Customer Support Specialist 12/2008 - 07/2021 Blizzard Entertainment

- Identify and Analyze Customer Issues
- Review Datafiles
- Implement Solutions based on Logfile Review
- Handle Payment and Customer Account related Problems
- Resolve customer Queries via Livechat, Telephone and Supporttickets
- Specialist in Techsupport for Colleagues and Customers alike

### Ultrasonic Specialist 2006-2008 GMA Werkstoffprüfung

- Ultrasonic Pipeline Quality Control
- X-Ray for Pipeline Welds inside the Company, as well as in Huge Chemical Plants
- Customer and Maintenance Service for Ultrasonic and X-Ray Equipment
- Production Quality Control


### Maintenance Technician 2005-2006 C-Tec NDT

- Ultrasonic Quality Control
- Maintenance and Reparation of Ultrasonic Testing Equipment
- Maintenance and Reparation of X-Ray Testing Equipment
- Electronics Customer Service

### Plant Mechanic Field: Plant Construction / Electronics 2001-2005 AB Electronics GmbH

- Inspecting machines for Plant Construction
- Usage of specialized Tools to diagnose the faults in plant machinery and determine what repairs need to be made
- Programmation of Construction machines


## CONTACT

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 LinkedIn

 GitHub

 Tableau

## Education

- Careerfoundry Data Immersion
- Plant Mechanic Field: Plant Construction / Electronics
- UT-1 Ultrasonic Testing

Fluent in German, English with Basic Knowledge in French and Chinese

## Recent Projects

All recent Projects can be reviewed via Tableau and GitHub

- GameCo Sales Analysis [Fictional]
- Influenza Preparation Analysis
- Rockbuster Stealth Movie Rental [Fictional]
- Instacart Grocery Basket Analysis
- Pig E.Bank Money Analysis[Fictional]
- Covid-19 Evolution Analysis

## Skillset

- Hypothesis testing
- Sourcing relevant Data
- Data visualization with Tableau
- Data quality and integrity
- Database querying with SQL
- Python libraries and dashboards
- Statistical and predictive analysis