

RODIER EYAS SANGIBALA

SYSTEMS, DATA & INTEGRATION ANALYST

◦ DETAILS ◦

Warsaw, 02-828
Poland
+48729650804
sangirodier@yahoo.fr

◦ LINKS ◦

[Linkedin](#)

◦ SKILLS ◦

Ability to Work in a Team
Communication Skills
Customer Service
Microsoft Office
Python
Data Analysis
SQL
QuickSight
Ticketing
Genetic Algorithms
Graphic Design
C,C++,C#
Database Management
Matlab
Active Directory
Tableau
Alteryx
Power BI
JavaScript
Negotiations
CRM
PHP
Testing
Citrix
POS
Networking
VPN
API Integrations
Google Tag Manager(GTM)
GA4
E-commerce
Server-side Tracking,
Cloud Container services
DNS, SSL

◦ LANGUAGES ◦

French
English

👤 PROFILE

A dynamic Systems and Data Analyst with a Master's degree in Computational Intelligence & Data Mining and a strong foundation in software engineering. Fluent in French and English, I excel in data analytics, system optimization, and aligning IT solutions with strategic business objectives. My expertise includes database management, technical support, and integration analysis, underpinned by a problem-solving mindset and adaptability. Dedicated to driving operational success, I deliver innovative solutions that enhance system efficiency, elevate user satisfaction, and inform strategic decision-making.

📁 EMPLOYMENT HISTORY

Global Technical Integrations Analyst at Awin Global, Warsaw

August 2022 — Present

- Providing high-level technical implementation support of tracking, achieving a 227.6% increase in technical signoffs and successfully integrating top brands into the network from 2022 to 2023, with a 537.9% increase by 2024.
- Working closely as a liaison between the marketing team and brands' development teams, providing tailored guidance and specifications to ensure seamless integration. Responsibilities include adjusting and debugging tracking tags, reviewing implementations, and overseeing successful launches.
- Leveraging SQL to extract and analyze client activity data, enabling proactive monitoring to anticipate needs and shorten implementation timelines. Visualizing performance metrics through team reporting dashboards to enhance decision-making and contribute to a 10% overachievement of integration goals. Improving team performance by identifying trends and optimizing processes based on data insights.
- Designing, improving, and maintaining operational processes and the knowledge base to ensure up-to-date resources for team efficiency. Testing new features and developments while providing targeted training, reducing onboarding time by 20% and boosting team proficiency by 25%.

Technical Support Engineer at Diebold Nixdorf, Warsaw

February 2022 — July 2022

- Delivered high-quality helpdesk support to address inbound customer requests for hardware and software issues, leveraging solution trees and knowledge bases to effectively resolve incidents and service requests.
- Utilized remote tools to diagnose and resolve tickets while providing detailed documentation of all actions taken, ensuring seamless escalation to higher-level specialists when necessary.
- Maintained accuracy in call management systems by updating call details, resolutions, and performed activities, contributing to streamlined processes and improved service efficiency.

★ DATA POLICY AGREEMENT

I hereby consent to the processing of my personal data provided in this document for the purposes of the recruitment process, in accordance with the Personal Data Protection Act of 10 May 2018

Helpdesk Analyst at Jones Lang LaSalle (JLL), Warsaw

May 2021 — June 2021

- Trained to develop and maintain data collection systems to optimize statistical efficiency and quality.
- Collected and cleaned ticketing data from SQL Server, Oracle, AWS, and data warehouses using tools like Alteryx and Excel, enabling seamless usage by different teams.
- Conducted root cause analyses to identify process gaps, proposing and implementing solutions to streamline workflows.
- Provided analytical support to improve quality outcomes and enhance the end-user experience through reporting and visualization using Tableau and QuickSight.

Desktop Analyst at Capgemini, Katowice

September 2020 — January 2022

- Provided remote IT support to internal users through calls (Odigo and Genesys VoIP), emails, and chat, resolving 95% of tickets within SLA timeframes and ensuring high levels of user satisfaction.
- Monitored and prioritized service desk tickets using ServiceNow (SNOW) for tracking and escalation, ensuring efficient resolution of issues and adherence to processes.
- Diagnosed and resolved hardware, software, and connectivity issues for end-users, escalating complex cases as necessary.
- Documented solutions and discoveries from daily tasks to update the knowledge base, while mentoring team members and new joiners, providing training sessions to ensure alignment with best practices.



EDUCATION

Msc in Computational Intelligence & Data Mining, Częstochowa University of Technology, Czestochowa

October 2019 — May 2021

- Gained expertise in artificial intelligence learning and training.
- Developed skills in writing and debugging genetic algorithms.
- Utilized Maple for solving algorithms, mathematical modeling, and probability/statistics.
- Implemented fuzzy systems and evolutionary algorithms using Sci-lab.
- Engaged in deep learning projects with Python.
- Studied logistic regression, logic, and distribution systems.
- Explored database management and data warehousing.
- Conducted data analyses and created visualizations.

Bachelor of Computer Application, Sharda University, Greater Noida

August 2014 — June 2017

- Developed skills in software engineering principles and practices.
- Acquired programming proficiency in Java, C#, C, C++, and Matlab.
- Studied distributed systems and their applications.
- Gained foundational knowledge in networking and mobile system analysis.
- Learned project management methodologies.
- Practiced in the workshop lab to develop and manage databases efficiently.

Introduction to project management, EDX online



REFERENCES

- References available upon request