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|  | **Petros Pergalis**  Staffanstorp, Sweden •petros.pergalis@gmail.com  linkedin.com/in/petrospergalis •+4670 2450980 |  |

**Senior Business Analyst**

*15+ years of success in restructuring complex business processes through comprehensive data analysis and data-driven solutions within fast-paced settings*

Accomplished professional with broad exposure of analyzing and interpreting variousdata/information, designing business models, and generating reports to support strategic decision making within industry and finance. Provenskills in extracting and evaluating data, translating results into understandable terms, specifying areas of improvement, and providing innovative solutions within customer service, quality management, finance, supply and product development domains. Proven track record of directing full life cycle of high-value projects and leading cross-functional teams to support corporate objectives. Engaging presenter and negotiator with an aptitude to cultivate productive relationships with partners and build consensus across multipleorganizational levels.

**Core Competencies Include:**

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| * + Data Analytics and Visualisation   + Quality Management Reporting / Analytics   + Policies Restructuring / Overhauling   + Business Operations Management   + Corporate / Regulatory Compliance   + Documentation | * + Business / Financial Analysis and Planning   + Cost Control / Resource Optimisation   + Risk Identification and Mitigation   + Operations Analysis / Process Redesign   + Team Building and Leadership   + Budgeting and Forecasting |

**Professional Experience**

Sony, Lund Sweden

**Senior Business Analyst**, 2016 – 2020

Oversaw business performance & planning whileemphasising on financial aspects ofquality and customer services while coordinating with supply organisation to forecast process. Deliver strategic direction to cross-functional teams to embed culture of performance excellence across organisation.

*KeyAchievements:*

* Revitalised customer service processes while reducing operating cost by monitoring ongoing progress, identifying areas of improvement, and delivering corrective action plans.
* Prepared and presented detailed reports by compiling, and analysing business, financial, and customer service data/information.

SonyEricsson, Lund Sweden

**Business Analyst**, 2011 –2015

Directed all facets of global quality and customer service management to maximise consumer satisfaction and drive significant business growth. Performed comprehensive analysis of business data / information from varietyof trusted sources in closecollaboration with IT department. Planned and executed multiple international projects from conception to finalisation to ensure completion of deliverables within strict time, quality, and budget constraints.

*Key Projects andAchievements:*

* Mapped consumer behaviour and provided valuable insights to software organisation by consolidating consumer information stored in phone.
* Drove aprofitable business decision by consolidating information from multiple databases and improving feedback to various stakeholders.
* Supervised and coached team members, evaluated team performance, assessed training needs, and conducted training sessions to improve productivity.
* Optimised estimation of quality returns while supporting finance with expected warranty cost.

SonyEricsson, Lund Sweden

**Head of Field Statistics and Information**, 2006 –2010

Validated and forecasted quality at different stages of product lifecycle by gathering and analysing information of all company products. Identified and delivered results-driven solutions to complex business challenges by maintaining regular engagement with cross-functional teams. Fostered professional working relationships with team members by understanding and addressing individual concerns / needs.

*Key Achievements:*

* Led, mentored, and developed aninternational team of seven analysts across Sweden, China, and US to improve employees’ data analysis and visualisation, reporting, and decision-making abilities.
* Made decisions on which projects to implement, based on annual budget and company priorities while serving as a member of the quality & customer service database management team within IT.

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*Additional experience as Data Analyst at Customer Service and Quality Management at SonyEricsson.*

**Technical Proficiencies**

Microsoft Office Suite (Excel, PowerPoint, Power BI)

BI Tools (Cognos and Proclarity)

Coding Language (R) - Basic Knowledge

**Education and Credentials**

**Logistics Course** West University of Trollhättan,2020

**Basic Leadership Programme**, SONY-Preparing Individuals to be First Line Managers Training

**Teaching Statistics**, Lund University Institution of Applied Statistics

**Fil Licentiate in Statistics,** Lund University Institution of Applied Statistics

**Fil Cand in Mathematics,** University of Thessaloniki, Department of Mathematics, Greece