

# Ryan Daley

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## Profile

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Confident, customer focused, data-driven graduate. Strong communication skills, able to deliver analytical findings to non-technical audiences and aid decision-making processes. Demonstrated ability to prioritize tasks, manage time, work unsupervised, and as part of a team. Outstanding attention to detail, enhanced by practical experience in customer service and data analysis.

## Technical Skills

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**Programming Languages:** R | Python | SQL

**BI Tools:** PowerBI | Tableau

**Database Management Systems:** MySQL

**Systems and Technology:** Microsoft Suite (Excel | PowerPoint | Word | Outlook | Dynamics)

## Education

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MSc Applied Data Science (Distinction) – University of Essex

2022 – 2023

- Developed strong knowledge of statistical modelling, data visualization and machine learning.
- Gained proficiency in Python, SQL, and R
- Excelled in data analysis with R, databases and data processing with SQL, and exploratory data analysis and visualization.

Modules:

- Data analysis and statistics with R (80%)
- Modelling experimental and observational data (75%)
- Foundational mathematics for data science (97%)
- Exploratory data analysis and data visualisation (82%)
- Programming and text analytics with R (86%)
- Databases and data processing with SQL (84%)
- Research Methods (60%)

BA Hons (1:1), International Relations & Politics – University of Portsmouth

2017 – 2021

- Developed analytical and problem-solving skills by engaging with complex issues in international relations, politics, and governance.
- Acquired strong communication, interpersonal, and team-working skills through interdisciplinary coursework.

A-Levels | GCSE's (12 A-C) - John Hampden Grammar School

2011 – 2017

## Work Experience

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**DriveElectric**

06/2023 – Present

*EV Operations Coordinator*

- Responsible for all operational and administrative duties across broker and own book products, including purchase orders, customer contracts, delivery/logistical operations, pay-out packs, damage cases, Tesla spreadsheet/process, delivery/order updates, error recording/reporting/fixing.
- Responsible for working from start to finish and having full knowledge of own book and broker processes using software such as Microsoft Dynamics 365 and Bynx.

**John Lewis & Partners**

10/2022 – 06/2023

*Selling Assistant & Customer Service Lead*

- Responsible for providing professional customer service, ensuring a high-quality customer experience. In addition to my selling responsibilities, I have taken on additional leadership responsibilities. I handle induction and training of new partners on my department, enhancing their understanding of product knowledge, company ethos, and expectations. I also regularly act as Customer Service Lead for the first floor. Overseeing 50 partners at any one time, responsibilities include triaging customer help requests by directing partners to customers, responding to resource requests from other departments, dealing with customer complaints and ensuring partners take their breaks on time to reduce the total number of selling partners off the shop floor.

**Waitrose & Partners**

08/2020 – 10/2022

*Service Team Member*

- Ensured high standards of customer service and contributed to the store's overall success by consistently exceeding service standards.
- Assisted in the preparation and presentation of high-quality products for the café and meat and fish counter showcasing attention to detail and ability to work under pressure.

**John Lewis & Partners**

04/2016 – 08/2020

*Selling Assistant*

- Assisted customers with product queries, handled complaints professionally, demonstrated excellent customer service and communication skills.
- Maintained high levels of product and service knowledge, staying updated with industry trends and customer needs.