

## James Papadiotis



Melbourne, VIC, Australia  
Permanent resident  
Interested in remote and hybrid  
Open to contracts

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### Personal Statement

James is a highly motivated and personable individual. Passionate about evidence based decision making through rigorous statistical analysis of the underlying data. Able to elicit information and use his business acumen to provide his business with key insights and valuable advice. Clear and concise communicator highly experienced in facilitating workshops and meetings. Effective collaborator with cross cultural teams and remote working. Looking forward to further develop and refine his skillset to keep providing immense value to his company and its clients.

### Key Skills and Traits

#### Project Management

- Agile Delivery
- Lean Six Sigma
- Scrum
- Kanban
- Workshop Facilitation

#### Business Analysis

- Elicitation
- Communication
- Presentation
- Negotiation
- Stakeholder Management

#### Data Science

- Data Visualization
- Data Lake solutions
- Spreadsheets
- Programming
- Mathematics & Statistics

#### Managerial skills

- Active Listening
- Delegation
- Conflict resolution
- Strategic planning
- Relationship building

### Technology Stack

#### Familiar with

- Apache Airflow
- AWS Redshift
- Git
- Google Analytics
- Microsoft Visio
- SAP

#### Intermediate

- Visual Basic VBA
- Confluence
- R Programming
- Python
- Power BI
- Microsoft Teams

#### Advanced

- Jira Atlassian
- MacOS
- DataGrip
- Microsoft Office
- Google Drive

#### Expert

- Tableau
- Miro
- MS SQL
- Excel
- MicroStrategy
- AWS QuickSight

### Professional Accreditations



**IMC Institute of Management Consultants**

Full Professional Member MIMC

Trained in & compliant with ISO 20700:2017 | Membership number: nid 305394

October 2021



**Scaled Agile Framework (for Lean Enterprises)**

Certified SAFe 5 Product Owner/Product Manager

CERTIFICATE ID: 31435660-7795

December 2021



**ANZIIF The Australian and New Zealand Institute of Insurance and Finance**

CIP Certified Insurance Professional | Master ID: 420655

February 2022

## Commercial Experience

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### Data Business Analyst

July 2022 – Present

EonX International Services Pty Ltd, is an enterprise platform infrastructure enabling business to transact digitally, delivering a unified digital suite of services: eWallet, Payments & Loyalty, Gift Card Solutions, Points Engine, Incentives & Campaigns and Gamification & Decisioning.

#### Responsibilities

- Translate business requirements to technical/analytical specifications. Create requirement specifications, analyse requirements, define data models, facilitate elicitation sessions and work with the data if needed.
- Proactively communicate and collaborate with external and internal stakeholders to elicit and analyse information, needs and requirements.
- Evaluate information gathered from multiple sources, reconcile conflicts, analyse high-level information into details, and distinguish user requests from the underlying true needs.
- Analyse and develop requirements for new systems and enhancements to existing systems to ensure the system design and processes are appropriate for each of the use cases.
- Develop data mappings and incorporate of varying data sources in business intelligence tools.
- Work alongside with data engineers and data analysts to develop and enhance Quality Assurance processes and Data Integrity.



### Senior Business Analyst

March 2017 – July 2022 (5 yrs 5 mos)

Allianz Australia, Workers' Compensation, Melbourne CBD, VIC, Australia  
(Officially promoted to Senior on January 2022)

#### Responsibilities

- Liaise with the Senior Management team to identify areas of opportunity and design profitable business strategies.
- Generate and present insights such as trends, projections and statistics to key financial and business stakeholders.
- Elicit, analyse and validate business processes, systems, and requirements through facilitation of workshops, interviews and consultations with the appropriate stakeholders.
- Design, develop, and implement innovative and appealing user-friendly reports and dashboards. Actively assist all eight business units with performance and business analytics reports as well as workflow tools produced in visualisation tools like Tableau, MicroStrategy and Excel.
- Document business requirements and functional design through user stories.
- Build efficient, sustainable and well documented code. Create MS SQL, Python and VBA automations to data mine external reports and automate in house processes.

#### Highlights

- During November 2019 to March 2020, I run business wide workshops to educate the leadership team and relevant employees on the proper use of data visualisation tools. This project enhanced the organisation's capabilities to efficiently utilise existing and future reporting, which accordingly leads to better decision making in line with our strategic goals. Fortuitously, the timing was perfect and our business managed to minimise the interruptions caused by covid over the following months.
- Lead the planning and developed the "Business Interruption - COVID 19" dashboard at record speed. For the size of the report and the fact that it was an unplanned project I estimate that it would normally take 6-8 weeks but I managed to complete it in just 18 days! This allowed the leadership team to prioritise responsibilities properly, leading us to an all-time high customer service result in the midst of the pandemic.
- Ongoing statistical analysis on the 5 programs introduced by WorkSafe for the financial year 2020 – 2021. My analysis compares the effects of these programs on the selected claims as opposed to the control groups. Even though the data aren't yet well developed to show the long term effects, there are already actionable insights generated on which we are building winning business strategies.

- Optimized a sequence of actions to excel on the injured worker survey, a factor upon WorkSafe remunerates us. On this survey, injured workers are asked about our communications quality, actions timeliness and general satisfaction. I was tasked with identifying the most troublesome processes leading to inefficiencies and consequently lower survey scores. The most interesting of my findings was that a few processes had disparities between the timeframe that we were working on versus the one the survey was evaluating, leading to us doing the job after the survey was already conducted. The business implemented my advice to swift the time window of the process and soon enough our results in the category were improved significantly.
- Being recognised for my numerous contributions to our social committee, responsible for organizing social events and team building experiences.

#### Awards & Recognitions

- 2018: Entrepreneurship award winner and nominee for Collaborative Leadership for the Allianz VIC WC business awards.
- 2019: Nominee for Customer Excellence for the Allianz, Australia wide awards.
- 2020: Officially #1 in logged compliments for the Allianz VIC WC business unit.
- 2021: Promoted to Senior Business Analyst.



#### Cryptocurrency Educator | Freelance

October 2017 – May 2020 (2 yrs 8 mos)

My passion for Cryptocurrencies goes back to my university years, when I was taking one of my favourite courses; cryptography. Since then, I have mastered the technology and helped numerous others to understand it too. During this period I run and public courses and presentations on the following topics.

- Understanding Bitcoin's blockchain
- Safe Cryptocurrency Storage & Cyber Security
- Bitcoin as "Means of Exchange". The impact on merchants
- Fungibility, the case for "private coins"
- Devising and executing a trading plan
- Psychology of trading



#### Intern Data Analyst

October 2016 – December 2016 (3 mos)

CHE Proximity, Marketing Agency, South Yarra, VIC, Australia

The primary task was to develop eight Tableau dashboards at which I excelled by making them fast, efficient and intuitive. I developed and implemented additional functionalities to give extended freedom to the end user and I corrected multiple data integrity issues, thus allowing the dashboards to be produced with greater precision.

#### Curated Recommendations (Full list on LinkedIn)

"James has been a great supporter of our workers compensation claims operations through his ability to create a plethora of reports that have helped us in understanding and managing our performance from both a Macro and Micro level. James has a wonderful ability to quickly understand the situational needs of his customers and to deliver work of a high quality that is innovative, solution oriented, on time and delivered with a smile."

Andrew Watt | Operations Manager at Allianz Australia

"I have had the pleasure of working with James for many years at Allianz. I have found him to be one of the most positive people I have worked with. His attitude and enthusiasm shows through the work he does. He has shown a key interest in understanding the business to ensure his reporting and analysis is useful."

Caitlin Norgate | Claims Practices Manager at Allianz Australia

"Had the pleasure of working with James at Allianz & he has made my life a lot easier by creating some really handy reports. He created these reports quickly; was very easy to deal with & the reports themselves enabled me to manage my area a lot better. James also brings a lot of humour & positivity to his role which makes him fantastic to deal with."

Carl Wilson | Team Manager at Allianz Australia

## Curated Learning and Development (Full list on LinkedIn)

<b>Develop Your Strategic Planning Skills</b> (LinkedIn Learning)	July 2022
Top skills covered: Setting Business Unit Goals, Strategic Thinking, Risk Management	Duration 05 hours 19 min
<b>Improve Your Business Analysis Skills</b> (LinkedIn Learning)	July 2022
Top skills covered: Effective Listening, Change management, Business Process Modelling	Duration 08 hours 53 min
<b>Six Sigma Green Belt</b> (LinkedIn Learning)	June 2021
Top skills covered: Operations Management, Lean, Root Cause Analysis	Duration 14 hours 12 min
<b>Agile Project Manager</b> (LinkedIn Learning)	
Top skills covered: Agile Project Management, Agile Ceremonies, User Stories	Duration 11 hours 43 min
<b>Data Visualization Specialist: Concepts</b> (LinkedIn Learning)	July 2021
Top skills covered: Ink to Info Ratio, Storytelling, Visualization Best Practices	Duration 13 hours 43 min

For the full list of recommendations, courses, professional accreditations and their respective credential IDs please consult my LinkedIn page. <https://www.linkedin.com/in/James-Papadiotis>

## Education



### Mathematics & Statistics, 4-year Bachelor's degree

University of Ioannina, Greece

Degree Score Top 11% (Ranked 6<sup>th</sup> out of 54 graduates)

**Graduation: April 2016**

Over the span of my studies I completed 39 courses in total; 8 in Statistics, 7 in Algebra & Geometry, 15 in Mathematical Analysis, 7 in other disciplines of mathematics and 2 in Developmental Psychology and Socialization Theories.

Courses on Statistics include: Statistical Data Analysis, Non Parametric Statistics - Categorical Data, Decision Theory - Bayes, Statistical Inference, Stochastic Processes, Data Analysis, Probability and Theory of Statistics.

During my studies, I learned how to logically evaluate hypotheses based upon internal consistency and empirical data. Throughout this process, I developed strong analytical skills and meticulous attention to detail.

I supplemented my regular studies by participating in volunteer teaching initiatives at every opportunity; I enjoyed the challenge of studying ahead and teaching my fellow students the new material. This helped me explore my communication, presentation and teaching skills. An unexpected bonus was that I became a sought-after paid tutor for these subjects.



**American College of Thessaloniki, Anatolia High School**

**Graduation: June 2010**

## Interests

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|----------------|-------------------|----------------------|--------------------|
| • Sauce Making | • Public Speaking | • Economics          | • Cyber Security   |
| • Meat Curing  | • Hunting         | • Peaceful Parenting | • Pine Programming |

If you want to find more about me, please visit my LinkedIn profile at <https://www.linkedin.com/in/james-papadiotis>