


Matías Q. Möhring

Analyst, Product Operations

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🔗 Website Portfolio  LinkedIn Profile

SKILLS

Analytics — Data Analysis | Product Analytics | SQL, BigQuery, Python | A/B Testing (Experiment design) | Web Analytics (Google Analytics) | Dashboard (PowerBI, Tableau) | KPI Reporting | Data Cleaning | Performance Analytics | Quality Assurance | Excel (Pivot Tables, Macros) | Reporting and Forecasting, **Hard Skills** — Operations | Business Intelligence | Sales | Customer Service | CRM Systems, ERP Systems | Jira, Confluence, Powerpoint, Power BI, Word | Process Documentation | Workflow Optimization | Presentation Skills, **Soft Skills** — Written and verbal Communication Skills | Data-driven Strategy | Stakeholder Communication | Cross-functional collaboration | Creative Problem-Solving skills | Storytelling | Teamwork

PROFESSIONAL SUMMARY

Product Operations Analyst | Data Storytelling | Lifecycle Metrics | Cross-functional Collaboration
Insight-driven Analyst with over 3 years of experience translating complex datasets into actionable strategies to optimize user engagement and product performance. Skilled in analyzing retention and lifecycle funnels across customer-facing and operational use cases, with hands-on experience in stakeholder collaboration, reporting, and process improvement. Adept at identifying patterns in data to drive reactivation initiatives and product iteration. Strong foundation in **SQL, data modeling, and communication**, with a structured, quality-focused approach to **owning analytics projects** end-to-end. Proven ability to thrive in fast-paced, cross-functional environments—connecting data and people to deliver measurable impact on growth and retention.

LANGUAGES

English	● ● ● ● ●	Spanish	● ● ● ● ●
German	● ● ● ● ●	French	● ● ● ● ●

WORK EXPERIENCE

ListnRide (SaaS), 01/2023 – 02/2025 | Berlin, Germany
Senior Operations Manager | Data Analyst

- Designed, developed, and maintained automated **Power BI dashboards** and reports to monitor regional business performance, driving improvements in **sales, conversion rates, and user acquisition** through data-driven insights.
- Built and implemented the company's first **cash forecasting model** using **SQL** and advanced **Excel** techniques, achieving 85% accuracy and enabling strategic financial planning and resource allocation.

- Managed stakeholder relationships by delivering tailored **SQL-based reports** for key insurance partners, ensuring data transparency and supporting contract performance evaluations.
- Led cross-functional projects by collaborating with product, operations, and external partners to improve alignment and streamline delivery of business objectives.
- Automated complex data collection and validation processes, improving **data quality and reporting reliability**, accelerating operational decision-making.
- Tracked and analyzed KPIs using **SQL, Python, Excel, and Power BI** to provide actionable insights for senior leadership impacting product development, sales strategies, and customer lifecycle management.
- Directed Customer Service operations, optimizing team performance and improving first-response times by 60%, aligning service delivery with company financial goals.
- Utilized CRM (Pipedrive) analytics to refine customer funnels and track project progress, supporting marketing and sales effectiveness.
- Implemented and integrated ERP (Odoo) systems to enhance scheduling, HR workflows, and operational efficiency.
- Led the adoption of Conversational AI technologies, including rule-based chatbots and Large Language Models, reducing support ticket volume by 60%, and improving customer experience and retention.
- Conducted fraud and risk analysis to protect payment integrity, minimizing financial losses and enhancing customer trust.

Andenbuch Buchladen, Sales | Business Analytics 08/2022 – 01/2023 | Berlin, Germany

- Digitized and automated sales records, improving **data governance** and enabling structured **BI analysis**.
- Conducted **analytics** to inform inventory planning and customer engagement strategies.
- Boosted **sales** and user acquisition through personalized customer interactions and recommendations.
- Coordinated 2–3 **cultural events** weekly, increasing foot traffic and social media reach.
- Fostered a customer-first, community-driven environment that enhanced **loyalty and engagement**.

Yeply Germany GmbH, Customer Service Coordinator 08/2021 – 08/2022 | Berlin, Germany

- Collected and structured **field data** to improve routing, scheduling, and service performance.
- Acted as **liaison** between field teams and product, enabling fast iteration on tools and processes.
- Gained **hands-on** insight as a field mechanic, translating frontline experience into service improvements.

EDUCATION

Freie Universität - Berlin, Master of Arts: Cultural Studies 09/2022 | Berlin, Germany

Universidad Católica - Santiago De Chile, 12/2017 | Santiago De Chile
Bachelor of Arts: Spanish Language And Literature

Adolfo Ibañez University - Santiago De Chile, 12/2013 | Santiago De Chile
Undergraduate Studies: Engineering

PREVIOUS EXPERIENCE

Librarian, Universidad Católica De Chile 2018 – 2019 | Santiago De Chile

Salesperson, Feria Chilena Del Libro - Bookshop 2018 | Santiago De Chile