

Michele Grieco

michele17grieco@gmail.com | Dublin, Ireland

Technical Operations & Data Analyst | Financial Systems & Process Optimization

Data and billing professional with 8+ years of experience in financial systems, data analysis, and process optimization. Strong technical mindset with SQL, Excel (VBA), and automation, with a focus on problem solving and operational efficiency.

KEY SKILLS

- **Technical Problem Solving:** Troubleshooting data and process issues, identifying root causes, and implementing solutions
- **Data Analysis & Automation:** SQL, Excel (VBA, macros, Power Query), R
- **Financial Systems & Processes:** Billing, reconciliation, revenue assurance, financial reporting
- **Process Optimization:** Workflow improvement, automation, operational efficiency
- **Stakeholder Collaboration:** Supporting technical and non-technical teams, clear communication of complex topics
- **Data Visualization & Reporting:** Tableau, Power BI, dashboards and KPI tracking
- **Operational Support:** Managing high-volume data processes and resolving escalations

PROFESSIONAL EXPERIENCE

UPS (United Parcel Service) - General Billing Associate | Dublin, Ireland | 2021 – Present

- Analyzed large-scale financial datasets to identify discrepancies, troubleshoot issues, and prevent revenue loss
- Automated reporting workflows using Excel (VBA, Power Query) and SQL, reducing manual processing time
- Collaborated with cross-functional teams to resolve operational and billing issues, improving process efficiency
- Developed dashboards and reports to monitor performance, trends, and anomalies
- Supported internal stakeholders in understanding data and processes, improving adoption of reporting tools
- Contributed to process improvements and operational enhancements across billing workflows

Autolinee Manzo S.r.l. - Administration & Accounting | Italy | 2017 – 2021

- Managed invoice processing, reconciliations, and financial data validation
- Analyzed financial data for cash flow monitoring and reporting
- Supported process improvements and ensured accuracy of financial records
- Collaborated with management to improve reporting processes and operational workflows

PROJECTS & TECHNICAL EXPOSURE

- Built automated Excel-based reporting tools using VBA to streamline data processing
- Worked with structured datasets and data extraction using SQL
- Developed dashboards (Tableau / Power BI) to visualize trends and support decision-making
- Exposure to data integration concepts and working across multiple data sources

EDUCATION & CERTIFICATIONS

- **Google Data Analytics Professional Certificate** – 2025
- **Diploma in Accounting & Business Information Systems** – Italy – 2017

TECHNICAL SKILLS

- **Data & Automation:** Excel (VBA, macros, Power Query), SQL, R
- **Visualization:** Tableau, Power BI
- **Systems & Processes:** Financial systems, billing workflows, reporting tools

LANGUAGES

- Italian – Native
- English – Fluent