NIELS CROISET - EXTENDED VERSION

Data Analyst | AI Consultant | Project Operations Specialist

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PROFESSIONAL SUMMARY

Data analyst and AI consultant with a unique combination of analytical expertise and creative problem-solving. Specialized in transforming complex data into actionable insights through Tableau dashboards, SQL analysis, and Python automation. Experienced in leading technical integrations in healthcare supply chain and delivering AI workshops to creative industries. Post-graduate Big Data Analyst (cum laude, 8.7) with Google Data Analytics certification and hands-on experience in stakeholder management, process improvement, and cross-functional collaboration.

Core Competencies: - Data Analysis & Visualization (Tableau, Power BI, Excel) - SQL (Oracle, PostgreSQL, MySQL) & Python (Pandas, NumPy) - Dashboard Development & Business Intelligence - AI Implementation & Consultancy - Project Management & Stakeholder Communication - Process Improvement & Documentation - Technical Training & Workshop Facilitation

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PROFESSIONAL EXPERIENCE

GHX (Global Healthcare Exchange), Amsterdam

Project Operations Specialist | April 2024 - Present

Leading technical integration and data analysis initiatives for healthcare supply chain optimization in the Dutch market.

Data Analysis & Business Intelligence: - Develop and maintain Tableau dashboards for client decision-making and internal performance tracking - Analyze healthcare supply chain data trends to identify cost savings and efficiency opportunities - Create data-driven insights that directly influence product development and customer success strategies - Build automated reporting solutions using SQL and Python for recurring analysis tasks

Technical Integration & Project Management: - Oversee full project lifecycles for technical integrations with Dutch hospitals and suppliers - Collaborate closely with Application Engineering to align technical solutions with customer needs - Manage implementation timelines, ensuring on-time delivery while maintaining quality standards - Act as technical liaison between clients, engineering teams, and stakeholders

Process Improvement & Innovation: - Identify and communicate market trends and customer requirements to drive product enhancements - Contribute to AI-driven support tool designs by analyzing user behavior patterns and pain points - Maintain comprehensive documentation and user guides (handleidingen) for suppliers - Design and deliver video tutorials for platform users, improving adoption rates

Key Achievements: - Developed validation tool and Template Generator for UOM (Unit of Measure) standardization - Created GHX price template that streamlined supplier onboarding process - Author of monthly supplier newsletters, improving communication and engagement - Established data-driven approach to customer success metrics

Technical Environment: Oracle SQL, Tableau, Python, Excel (Advanced), Confluence, Power BI

AI Consultant (Freelance), Amsterdam

AI Workshop Facilitator & Strategic Advisor | 2023 - Present

Delivering AI education and strategic consulting to creative industries, helping organizations understand and implement AI tools effectively.

Workshop Design & Delivery: - Design and facilitate AI workshops for theaters, talent agencies (NAA), and creative professionals - Translate complex AI concepts into accessible, actionable strategies for non-technical audiences - Develop case studies and practical exercises tailored to creative industry challenges - Provide hands-on training with tools like ChatGPT, Claude, Midjourney, and automation platforms

Strategic AI Consulting: - Assess organizational readiness for AI adoption and create implementation roadmaps - Advise on ethical AI usage, copyright considerations, and responsible automation - Demonstrate ROI of AI tools through pilot projects and proof-of-concepts - Create documentation and best practice guides for ongoing AI usage

Client Impact: - Helped talent agencies streamline casting workflows using AI-powered tools - Enabled theaters to automate marketing content creation while maintaining artistic integrity - Trained 50+ creative professionals in effective AI prompting and workflow integration

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Theatergroep Nachtgasten, Amsterdam

Artistic and Business Director | 2009 - 2018

Led both creative and operational functions of Amsterdam-based theater company, managing budgets, teams, and strategic planning.

Business Operations & Data Management: - Managed production budgets, financial forecasting, and P&L responsibility - Analyzed audience data to optimize marketing spend and ticket pricing strategies - Implemented CRM system to track audience engagement and

improve retention - Created reporting dashboards for board presentations and grant applications

Project Leadership: - Oversaw 30+ productions from concept to execution, managing timelines and resources - Coordinated cross-functional teams including actors, technicians, and marketing staff - Negotiated contracts with venues, suppliers, and creative partners - Built partnerships with cultural institutions and secured funding from arts councils

Key Achievements: - Grew annual audience from 500 to 3,000+ visitors over 8-year period - Achieved 95% positive audience reviews through data-driven programming decisions - Successfully managed €200k+ in annual production budgets

Skills Developed: Budget management, stakeholder communication, data-driven decision making, project lifecycle management, team leadership

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TECHNICAL SKILLS

Data Analysis & Visualization
- **Advanced:** Tableau (Creator License), SQL (Oracle, PostgreSQL, MySQL), Excel (Pivot Tables, Power Query, Advanced Formulas)
- **Intermediate:** Python (Pandas, NumPy, Matplotlib), R (ggplot2, dplyr), Power BI
- **Familiar:** Google Analytics, Looker, statistical analysis

Programming & Automation
- **Python:** Data cleaning, ETL processes, automation scripts, API integration
- **SQL:** Complex queries, joins, subqueries, window functions, query optimization
- **R:** Statistical analysis, data visualization, reporting

AI & Machine Learning Tools
- **Prompt Engineering:** ChatGPT, Claude, Gemini, specialized in effective prompting techniques
- **AI Platforms:** Midjourney, DALL-E, automation tools (Zapier, Make)
- **ML Concepts:** Understanding of supervised/unsupervised learning, model evaluation, ethical AI

Business Tools & Platforms
- **Project Management:** Confluence, Jira, Asana, Trello
- **Collaboration:** Microsoft 365, Google Workspace, Slack, Teams
- **Documentation:** Technical writing, user manual creation, video tutorial production

Soft Skills
- **Communication:** Translating technical insights for non-technical stakeholders
- **Problem-Solving:** Creative approaches to complex data challenges
- **Stakeholder Management:** Building relationships across technical and business teams

- **Training & Education:** Workshop facilitation, one-on-one coaching, documentation

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EDUCATION & CERTIFICATIONS

Data & Analytics

Post-graduate Big Data Analyst (cum laude) | Cijfer: 8.7 *The Hague University of Applied Sciences* | Feb 2024 - Dec 2024 - Vaardigheden: Confluence, Data Analytics, R, Statistical Modeling, Machine Learning fundamentals

AnalystBuilder Certifications | 2024 - Tableau for Data Visualization (November 2024) - MySQL for Data Analytics (January 2024) - Python Interview Crash Course (March 2024) - MySQL Interview Crash Course (February 2024) - Python Programming for Beginners (February 2024) - Pandas for Data Analysis (February 2024)

Google Data Analytics Professional Certificate | Coursera *August 2023 - December 2023* - 8-course program covering full data analytics lifecycle - Hands-on projects with SQL, Tableau, R, and spreadsheets - Vaardigheden: Analytical thinking, Statistics, Dashboards, Problem-solving, Critical thinking, PostgreSQL, Data visualization

Additional Data Courses | 2023-2024 - SQL, Tableau, Python, R courses via Udemy, DataCamp, AnalystBuilder, Coursera - Continuous learning in data engineering, analytics best practices, and visualization techniques

AI & Professional Development

WWLA Training in Acting for Professional Settings | Sep 2023 - Jun 2024 - Trainingsacteur - professional communication and presentation skills - Vaardigheden: Communication, Analytical thinking, Presentations, Problem-solving, Critical thinking - *Relevant for client presentations and workshop facilitation*

Academic Background

BA Theatre | Toneelschool Amsterdam (Amsterdam University of the Arts) | 1995-2000 - Developed strong communication, collaboration, and creative problem-solving skills - Trained in project management through production leadership roles

Pre-University Education (VWO) | Joke Smit College, Amsterdam | 1993-1994

PROJECTS & PORTFOLIO

Healthcare Supply Chain Optimization Dashboard

Role: Lead Data Analyst | **Tools:** Tableau, Oracle SQL, Python

Developed comprehensive Tableau dashboard for GHX clients to monitor supply chain performance, identify cost savings opportunities, and track key metrics. Dashboard

includes: - Real-time inventory level monitoring across hospital departments - Price variance analysis highlighting potential savings (€50k+ identified in pilot) - Supplier performance scorecards with delivery time and quality metrics - Automated alerts for critical stock levels and compliance issues

Impact: Enabled data-driven procurement decisions for 5+ Dutch hospitals, reducing manual reporting time by 80%

AI Workshop Series for Creative Industries

Role: Designer & Facilitator | **Tools:** ChatGPT, Claude, Midjourney, Canva

Created and delivered 6-week AI workshop program for Nederlands Artisten Agentschap (NAA) and theater professionals: - Week 1-2: AI fundamentals and prompt engineering - Week 3-4: Practical applications (content creation, workflow automation) - Week 5-6: Ethics, copyright, and responsible AI usage

Developed hands-on exercises including casting brief generation, marketing copy creation, and automated administrative tasks.

Impact: 95% participant satisfaction rate, 40+ hours of manual work eliminated per agency per month

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UOM Validation Tool & Template Generator

Role: Developer & Product Owner | **Tools:** Python, SQL, Excel VBA

Built automated validation tool for Unit of Measure (UOM) standardization in healthcare supply chain: - Python script validates incoming supplier data against GHX standards - Automatically flags discrepancies and suggests corrections - Generates standardized templates for supplier onboarding - Integrated with existing GHX systems via API

Impact: Reduced UOM errors by 75%, decreased onboarding time from 2 weeks to 3 days

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LANGUAGES
- **Dutch:** Native
- **English:** Fluent (Professional Working Proficiency)

PROFESSIONAL DEVELOPMENT & INTERESTS

Continuous Learning: - Active participant in data analytics communities (DataCamp, AnalystBuilder forums) - Regular attendee of AI/ML meetups and conferences in Amsterdam - Experimenting with emerging AI tools and automation platforms

Industry Knowledge: - Healthcare supply chain and procurement processes - Creative industries (theater, talent management, production) - Data privacy regulations (GDPR, healthcare data compliance)

Teaching & Mentoring: - Guest lecturer on data storytelling and visualization best practices - Mentor for career switchers entering data analytics field - Created online resources and tutorials for SQL beginners

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AWARDS & RECOGNITION

- **2024** - Post-graduate Big Data Analyst (cum laude) - Cijfer: 8.7
- **2003** - Guido de Moor Prijs (Theater Performance Award)
- **2002** - Wim Bary Perspectiefreis (Theater Direction & Company Leadership)

REFERENCES

Available upon request

CV last updated: December 2024