

# DARIUS ATSU

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## Profile

Versatile professional combining technical problem-solving with strong operational leadership. Experienced across development, data analysis, customer service and frontline management. Calm under pressure, people-centred and effective at streamlining workflows and improving day-to-day operations.

## Key Skills

- Technical troubleshooting & optimisation
- Data analysis & dashboard reporting
- Workflow & process improvement
- Team leadership & staff development
- Customer service excellence
- Operational planning & compliance

## Professional Experience

### **Team Leader** — Greene King, Victoria (Dec 2024 – Present)

- Lead and motivate a busy front-of-house team, ensuring consistently high service standards.
- Oversee daily operations including staffing, briefings and workflow coordination.
- Maintain compliance with licensing, food hygiene and health & safety.
- Resolve customer issues efficiently to maintain satisfaction.
- Support stock control, ordering and staff training.

### **Data Analyst** — IO-Sphere, Liverpool Street (Sept 2024 – Apr 2025)

- Cleaned, processed and modelled datasets for project-based insights.
- Built dashboards using Excel, SQL, Power BI and Python.
- Conducted exploratory data analysis to identify patterns and improvements.
- Translated business requirements into analytical outputs.
- Presented insights clearly to stakeholders.

### **Developer / Ops Assistant** — Nashat, Croydon (Mar 2022 – Dec 2025)

- Supported development across front-end and back-end feature work.
- Optimised internal tools and operational workflows.
- Built automation scripts to reduce manual workload.
- Handled system performance monitoring and troubleshooting.
- Assisted with testing, documentation and deployments.

### **Assistant Manager** — Ninth Life, Catford (Feb 2022 – Jan 2023)

- Managed daily venue operations and supervised large staff teams.
- Supported rota planning, stock control and budgeting.
- Ensured standards, compliance and licensing adherence.
- Trained new staff and supported recruitment processes.
- Handled escalated customer issues and event coordination.

### **Customer Service Advisor** — DWP / Serco (Aug 2021 – Feb 2022)

- Provided frontline support for public enquiries on behalf of DWP.
- Managed sensitive data with accuracy and confidentiality.
- Guided customers through eligibility and documentation requirements.
- Resolved queries via phone, email and internal systems.
- Maintained accurate case notes in line with compliance policies.

## Education & Certifications

### **Business Management** — The Open University (2021–2022)

- Level 2 Customer Service Excellence
- Data Analytics Certification (Pass)