

Daniil Daletski

Shift Operational Manager

Operations & workforce analytics | Financial research | Analytical systems

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Profile

Operations and workforce analyst with 5+ years in a high-volume, 24/7 service environment, progressing internally to Shift Operational Manager. Combines team leadership with demand-to-FTE planning, availability modelling and auditable reporting. Builds the underlying tools in Excel, SQL and Python. Estonian Business School graduate in International Business Administration, cum laude, with an empirical finance thesis and a portfolio of research and operational software. Open to financial-risk, research and analytics roles.

Professional experience

Shift Operational Manager

Studioworks OÜ | Tallinn, Estonia | Current role: 2025-present; company tenure: 2021-present

Own shift-level operations, workforce planning, monthly reporting and operational analysis across two portfolios and up to 19 service lines. Scope includes up to 61 employees concurrently scheduled and an HR-sourced workforce planning base of approximately 97 FTE.

- **Capacity planning.** Translate demand into service-hour and FTE requirements, balancing staffing supply, skill certification, rotation constraints and planned closures. Planned up to 10,900 service hours per month and 49,800 across the January-May 2026 cycles; reconcile requirements by service line.
- **Availability.** Delivered 99.84% combined service availability across 49,900 agreed hours in January-May 2026, meeting the contractual KPI with 81 hours of unplanned downtime. Attribute downtime by driver and distinguish frequent incidents from those with the greatest operational impact.
- **Incident governance.** Own a register of 170 incidents across 11 monthly cycles, including 168 with timed start-to-fix durations. Rebuilt resolution-time reporting from source records and cleared 48 pre-existing formula errors.
- **Reporting & data quality.** Own a 10-sheet monthly model covering two portfolios, 10+ KPIs and five source feeds, with 3,400+ formula cells and eight defined KPI steps. Validated 140,000+ records over five cycles, resolving duplicates, voided entries and cross-sheet inconsistencies before publication.
- **Assumption testing.** Identified systematic throughput and average-handling-time assumption drift across five consecutive cycles. Re-based service-hour requirements, quantified effective staffed hours against nominal headcount and escalated capacity risks to Scheduling.
- **People leadership.** Run performance evaluation against an anchored 0-5 scale with defined observation minimums and 10 assessments per employee per month; reconcile scoring across evaluators. Lead coaching, feedback and structured improvement plans. Interview candidates and contribute directly to hiring decisions. Communicate assumptions, constraints and trade-offs to Scheduling, HR, IT and operational leadership.

Career progression: front-line operations from 2021; senior operational responsibility from 2023, covering quality evaluation, incident handling, escalation and shift coordination; Shift Operational Manager from 2025.

[Detailed operations record](#)

Sales Representative

Southwestern Advantage | Texas, USA | Summer 2024

Ran an independent sales territory through a 12-week field programme conducted entirely in English. Planned daily activity from conversion data, adapted targets weekly and worked autonomously in an international environment.

Selected projects & applied systems

Built from operational needs and research questions; deployment states are stated explicitly.

Employee Performance Platform

Company-wide internal product | In production | Python, SQL, web application

Self-initiated platform giving 136 employees personal real-time dashboards and replacing manual manager lookup-and-relay with direct access to evaluations. Carries 140-280 evaluations per week.

- Unified evaluations, errors, attendance, attitude and skills in a database-backed system with role-based access, HR attendance integration and a live error feed.
- Built a weekly leadership digest covering volume, score changes, top movers, a 14-day not-evaluated coverage list, multi-month decline alerts and a narrative of the week's priorities.
- Connected feedback to a written six-category weighted framework covering 21 incident types; management remains responsible for coverage follow-through and scoring consistency.

[Platform case study](#)

Daily operational performance evaluation tool

Deployed full-stack product | In production | Reviewed reporting and scheduled delivery

Transforms batches of up to 10 evaluation screenshots into traceable records, reviewed analytics and monthly workbooks under controlled access.

- Retains the source screenshot against each record. Extraction produces candidates; uncertain or unresolved rows remain flagged for a two-phase human review gate.
- Feeds approved records into analytics and conditional workbook output, followed by scheduled monthly delivery. Human review remains part of the workflow; automatic extraction accuracy is not assumed.

[Live product](#) / [Public source](#)

Operational performance model & quality tooling

Internal operational systems | Advanced Excel, SQL, HTML and JavaScript

Built the monthly performance and availability calculation layer: 10 sheets, approximately 2,900 calculation rows and eight steps from possible hours through FTE and line coverage to error rates and mean resolution time. Reconciled against five source feeds with plan-versus-actual commentary.

- Developed the six-category quality evaluation framework, a 0-5 anchored scoring scale, an offline scenario trainer and a monthly schedule-review matrix. Govern a 55-code error taxonomy covering 450+ coded exception records and 190 voided transactions.

NEXUS Terminal

Native research workspace | Research and paper state | TypeScript, Rust, Tauri, React

Built a decision workspace with 96 registered views, 67 native Tauri commands and six evidence layers. Integrates source evidence, model results and risk checks rather than separating the output from its assumptions.

- Architecture spans external data, BigQuery / Cloud Run / Pub/Sub processing, local Rust computation and a cross-cutting audit layer for warnings, decision gates and paper-state outcomes.

Research and paper state only. No live trading performance or production execution-control readiness is claimed.

[System case study](#) / [Public research branch](#)

Quant Lab

Interactive educational instruments | TypeScript, Canvas and SVG

Built four browser-based instruments for Monte Carlo simulation, portfolio optimisation, stress analysis and option pricing. Supports up to 20,000 Monte Carlo paths and a 4,000-portfolio cloud with seeded, reproducible calculations and analytical checks alongside results.

Models include geometric Brownian motion, a calm/crisis regime chain, the Markowitz frontier, parametric VaR / Expected Shortfall and Black-Scholes with delta hedging. Educational user-input scenarios; no live market feed or calibration to real assets.

[Open the instruments](#)

Research, education & capabilities

Empirical method, reproducible analysis and the skills exercised in the work.

Bachelor's thesis | Estonian Business School, 2026

Online Information Flow and Short-Term Stock Returns

Tested whether abnormal search activity, news intensity and financial-news sentiment add information to short-horizon equity-return models beyond market, volatility, liquidity, size, value, momentum and sector effects.

- **Dataset.** 25,876 firm-week observations across 99 large-cap firms (50 U.S., 49 European), covering 2021-2025. Engineered 13 model-ready variables from five sources, with approximately 130,000 outbound collection calls.
- **Methods.** Benchmarked pooled OLS with firm- and week-level double-clustered standard errors against XGBoost, Random Forest and Elastic Net. Used a 243-setting search grid and approximately 2,916 fits; assessed model differences with Diebold-Mariano tests and interpreted predictions with Tree SHAP.
- **Validation.** Trained on 2021-2023, tuned on 2024, froze preprocessing and model selection, then evaluated once on the untouched 2025 window. Fixed seeds, cached inputs, version pinning and stage-level audit logs support a 19-module Python pipeline and an approximately 70-minute clean-clone reproduction.

Same-week out-of-sample explanatory performance

Sample	OLS R²	XGBoost R²	Interpretation
Full panel	0.1624	0.2146	Same-week OOS R²; DM 7.13, p < 0.001.
United States	0.1740	0.2237	Strongest regional same-week result.
Europe	0.1479	0.1489	Incremental gain was not statistically significant.

At a one-week-ahead horizon, no model produced robust out-of-sample predictability. Same-week explanatory power is not next-week forecasting power; negative and regime-sensitive findings are retained, not presented as a trading rule.

75-page thesis / Research dossier & figures

Education

Estonian Business School | 2023-2026

International Business Administration | Cum laude | Finance focus

Completed the degree alongside full-time operational work. CFA-aligned risk coursework covered Value at Risk, Expected Shortfall, stress and scenario analysis, Monte Carlo methods, and model assumptions and limitations.

Technical & analytical capabilities

Data & engineering. Python; SQL and BigQuery; advanced Excel modelling; TypeScript, Rust, React and Tauri; API collection, validation and reconciliation; reproducible pipelines and audit logs.

Quantitative methods. Panel OLS and clustered inference; XGBoost, Random Forest and Elastic Net; chronological validation; Diebold-Mariano testing and bootstrapping; Tree SHAP; scenario and sensitivity analysis.

Risk knowledge. Historical and parametric VaR; Expected Shortfall; stress testing and Monte Carlo; interest-rate, FX, equity and commodity risk. Self-directed regulatory reading: CRR/EBA, IRRBB/CSRBB and Basel IV/FRTB.

Operations & leadership. Demand-to-FTE and capacity planning; availability and shrinkage modelling; AHT and throughput testing; KPI governance, plan-versus-actual analysis, hiring, coaching and stakeholder communication.

Languages & recognition

Russian · English · Estonian · German

Winner, Baltic Essay Contest in German. Additional international experience includes the 12-week Texas sales programme conducted entirely in English.