

Roope Hakanpää

roope@roopehakanpaa.fi · Tampere, Finland

PROFESSIONAL SUMMARY

Operations and process-improvement specialist with 7+ years of experience in workflow design, operational analytics, project coordination, documentation, and internal systems development. Built automated workflows, operational dashboards, validation processes, and internal tools that reduced recurring reporting timelines from multiple weeks to less than one day and supported more than 850 retail locations. Experience combines private-sector marketplace operations with government research, cross-functional coordination, training, technical documentation, and decision support across 122 National Weather Service offices.

CORE COMPETENCIES

Operations & Process Improvement: Process Mapping · Workflow Redesign · Operational Analytics · Continuous Improvement · Standardisation · Quality Assurance · Issue Resolution · Performance Monitoring

Project & Cross-Functional Coordination: Project Planning · Scheduling · Workload Prioritisation · Requirements Gathering · Stakeholder Coordination · Acceptance Criteria · Implementation Support · Risk & Contingency Planning

Administration & Documentation: Technical Documentation · Standard Operating Procedures · Training Materials · Data Dictionaries · Audit Documentation · Governance Documentation · Structured Information Management

Internal Systems & Decision Support: Workflow Automation · Internal Tools · KPI Reporting · Operational Dashboards · Data Quality · Operational Monitoring · User-Centred Design · Decision Support

WORK EXPERIENCE

Lead Data Analyst - Operations, Process Improvement & Internal Systems

SidelineSwap | Remote | 2020 – Present

- Designed and improved operational workflows supporting expansion from 6 to 850+ retail locations and more than 500 trade-in events across North America.
- Automated manual analytical, reporting, merchandising, product-management, and quality-control processes using 50+ Python scripts and structured workflows.
- Built 40+ operational dashboards and automated reporting systems, reducing recurring reporting timelines from multiple weeks to less than one day.
- Standardised KPIs, metric definitions, product structures, reporting logic, and validation rules across operations, finance, product, marketing, and retail partnerships.
- Defined requirements, workflow descriptions, edge cases, data needs, and acceptance criteria for internal tools and platform improvements with product, engineering, and operations teams.
- Coordinated with 25+ external partners and internal stakeholders on data integration, issue resolution, programme implementation, documentation, and performance reporting.

Research Assistant - Operational Research, Coordination & Documentation

US Department of Commerce – National Oceanic and Atmospheric Administration

Cooperative Institute for Severe and High-Impact Weather Research and Operations

Oklahoma Climatological Survey | Oklahoma City, United States | 2017 – 2021

- Coordinated and evaluated operational research projects involving forecasters, emergency managers, researchers, developers, and public-safety stakeholders in multi-agency testbed environments.
 - Developed standardised data-handling procedures, coding frameworks, validation processes, experimental protocols, training materials, technical documentation, and operational guidance.
 - Translated research findings and operational requirements into practical recommendations supporting decision-support systems and workflows used across 122 National Weather Service offices.
-

EDUCATION

Master of Arts – Communication | University of Oklahoma | 2019 – 2021 |

Advanced Statistical Methods · Quantitative Research Methods · Data Analytics & Visualisation · Cognitive Information Processing

Bachelor of Arts – Communication | University of Oklahoma | 2015 – 2019 |

Applied Mathematics · Risk & Crisis Communication · Intercultural Communication

Bachelor of Science – Meteorology | University of Oklahoma | 2015 – 2018 |

Boundary Layer Data Assimilation · Statistical Data Modelling · Numerical Forecasting · Spatiotemporal Data Assimilation

TECHNICAL SKILLS

Office & Administration: Microsoft Office Suite · Excel (Advanced) · Word · PowerPoint · Google Workspace · Office 365

Project & Process Management: Process Mapping · Workflow Redesign · Scheduling · Workload Prioritisation · Requirements Management · Acceptance Criteria · Continuous Improvement

Reporting & Operational Analytics: Power BI · Metabase · Tableau · KPI Reporting · Operational Dashboards · Performance Monitoring · Excel Reporting

Documentation & Quality: JIRA Documentation · Technical Documentation · Standard Operating Procedures · Training Materials · Data Dictionaries · Validation · Reconciliation

Automation & Data Integration: Python · SQL (Advanced) · ETL/ELT Workflows · RESTful APIs · Automated Reporting · Data Integration · Git

Internal Systems & Collaboration: Next.js · Supabase · Vercel · Content Management Systems · Cloud Collaboration · Remote-Team Workflows

LANGUAGES

English – Native

Finnish – C1

French – C2

Italian – B1