



Retail Business Services

Delving Into Data With Data U

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The Learning team from Retail Business Services – the services company of Ahold Delhaize USA – is helping associates use analytics to solve complex problems and make effective decisions with an innovative training program called Data U. The 12-month, online program provides customized learning options that include courses and tools to master key data skills and critical business concepts.

Since its launch in October 2021, Data U has already helped more than 40 participants learn to gather, analyze and use data that Retail Business Services needs to succeed.

“Any associate, in partnership with their manager, is eligible for this program, regardless of where you work or your career level,” said Carolina Pulido, Director of Learning, Organizational Development and Early Talent. “We recognize that data analytics is everyone’s responsibility so we can make better business decisions that position us for long-term success.”

Data U provides tailored, practical knowledge with an emphasis on nine core skills:

- Analytics
- Storytelling and Visualization
- Stakeholder Management
- Statistical Modeling
- Product Owner
- Software Development
- Machine Learning
- Distributed Systems
- Data Storage and Retrieval

Zhihao Lu, a Leasing Specialist for the RBS Real Estate team who began taking courses in November, appreciates the self-paced, personalized learning plans, and says skills gained through Data U can lead to new career opportunities.

“I like what I do now, but I’d like to take my thinking and creativity to the next level by taking some analytics courses,” he said. “Having data literacy is important in an era that’s driven by artificial intelligence and machine learning. Data literacy can help you succeed in your current job and if you want to progress into your next role.”

Zhihao, based in Quincy, Mass., started by building a customized learning plan and trying some of the different courses offered. He is currently concentrating on content related to product ownership and data analytics.

“One of the best parts of Data U is that I am able to practice, so I’m not just learning,” he said. “I can also apply the knowledge.”

Renee Goss, Learning Services Specialist, notes that Data U will continue to evolve to best meet associate and business needs.

“We’re trying to create a community of practice,” Renee said.