MICHAEL
ANDERSON

AI Data Scientist

- San Francisco, CA
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Dedicated AI Data Scientist with over 3 years of experience in the telecommunications sector. My focus is on network optimization and customer experience enhancement. I have a strong background in machine learning and data analysis, driving improvements in service delivery and operational efficiency. Proficient in Python and SQL, I am committed to using data to solve complex problems and enhance customer satisfaction.

WORK EXPERIENCE

AI Data Scientist | Telecom Innovate   Jan 2022 – Present

- Developed models for network traffic prediction, improving service quality by 20%.
- Analyzed customer feedback data to identify areas for service improvement.
- Collaborated with IT teams to implement AI solutions for network optimization.
- Utilized data visualization tools to present insights to stakeholders.
- Conducted A/B tests to refine customer engagement strategies.
- Improved data reporting processes, increasing accuracy by 25%.

Data Analyst | NetData Solutions   Jul 2019 – Dec 2021

- Performed data cleaning and analysis to support network performance evaluations.
- Collaborated with teams to develop customer satisfaction metrics.
- Utilized SQL for data retrieval and reporting, increasing efficiency.
- Prepared reports on network performance for management review.
- Assisted in the development of dashboards for real-time monitoring.
- Improved data collection methods, enhancing overall accuracy.

SKILLS

Python   SQL   Machine Learning   Data Analysis   Network Optimization   Data Visualization

EDUCATION

Bachelor's Degree in Computer Science   2015 – 2019
University of Texas at Austin

ACHIEVEMENTS

- Improved customer satisfaction scores by 15% through targeted initiatives.
- Recognized for innovative solutions that enhanced network performance.
- Participated in a project that streamlined data reporting processes, saving 20% in time.

LANGUAGES

English   Spanish   French