



MICHAEL ANDERSON

Senior Analytics Engineer

Creative Analytics Engineer with over 8 years of experience in telecommunications analytics. Specialized in using big data technologies to analyze network performance and customer behavior. Expert in tools such as Hadoop, Spark, and SQL. Proven ability to deliver actionable insights that drive operational improvements and enhance customer satisfaction. Adept at collaborating with technical teams to optimize data processes and ensure data quality.

CONTACT

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- San Francisco, CA

EDUCATION

Bachelor of Science in Data Engineering

University of Telecommunications
2016-2020

SKILLS

- Hadoop
- Spark
- SQL
- Telecommunications Analytics
- Data Visualization
- Big Data

LANGUAGES

- English
- Spanish
- French

WORK EXPERIENCE

Senior Analytics Engineer

2020-2023

Telecom Innovations Corp.

- Developed big data solutions to analyze network performance, improving uptime by 30%.
- Collaborated with engineering teams to optimize data flow and storage solutions.
- Utilized Spark for real-time data processing and analysis.
- Created dashboards to visualize network metrics and customer insights.
- Automated data validation processes to ensure data quality and integrity.
- Mentored junior engineers in analytics best practices and tools.

Data Analyst

2019-2020

NextGen Telecom

- Analyzed customer usage data to identify trends and optimize service offerings.
- Generated reports on service performance metrics for management.
- Collaborated with IT to ensure data accuracy and security standards were met.
- Supported the implementation of new analytics platforms for improved data analysis.
- Conducted training sessions on data analytics tools for team members.
- Maintained documentation of data processes and methodologies.

ACHIEVEMENTS

- Improved network performance metrics through data-driven insights.
- Recognized for excellence in analytics at industry conferences.
- Contributed to a project that enhanced customer satisfaction ratings by 20%.