MA

CONTACT

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📍 San Francisco, CA

EDUCATION

Master of Science in Data Analytics

Georgia Institute of Technology
2016-2020

SKILLS

- Python
- R
- Data Visualization
- Predictive Analytics
- Telecommunications

LANGUAGES

- English
- Spanish
- French

MICHAEL ANDERSON

Senior Applied Machine Learning Engineer

Detail-oriented Applied Machine Learning Engineer with over 8 years of experience in the telecommunications industry, specializing in predictive analytics and operational efficiency. My technical expertise includes developing machine learning models that optimize network performance and enhance customer service operations. I have a strong foundation in statistical analysis and data visualization, allowing me to communicate complex findings effectively to stakeholders.

💼 WORK EXPERIENCE

Senior Applied Machine Learning Engineer   2020-2023

Telecom Innovations Inc.

- Developed predictive models to enhance network optimization, reducing downtime by 40%.
- Implemented machine learning algorithms for customer churn prediction, improving retention rates by 30%.
- Collaborated with IT to integrate machine learning systems into existing infrastructure.
- Conducted training sessions for team members on machine learning best practices.
- Presented findings and recommendations to C-suite executives, driving strategic initiatives.
- Optimized data processing workflows, enhancing operational efficiency by 20%.

Data Scientist   2019-2020

Global Telecom Group

- Analyzed customer data to identify usage patterns and optimize service offerings.
- Developed dashboards for real-time monitoring of network performance metrics.
- Collaborated with marketing teams to develop targeted promotional campaigns.
- Participated in cross-functional teams to drive data-driven decision-making.
- Utilized machine learning tools to improve customer satisfaction metrics.
- Contributed to the development of internal training programs on data analytics.

★ ACHIEVEMENTS

- Led a project that was awarded 'Best Innovation' in the telecommunications sector.
- Reduced operational costs by 25% through process automation initiatives.
- Contributed to an increase in customer satisfaction scores by 20% through data-driven strategies.