



# MICHAEL ANDERSON

Data Analyst

Proactive Automation Data Analyst with 4 years of experience in the telecommunications sector, specializing in automating reporting processes and enhancing data analytics capabilities. Adept at utilizing data analysis to drive operational improvements and customer insights. Strong background in SQL and Python, with a keen eye for detail and a passion for problem-solving.

## CONTACT

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- San Francisco, CA

## EDUCATION

### Bachelor of Science in Data Science

University of California  
2016

## SKILLS

- Data Analytics
- Telecommunications
- SQL
- Python
- Reporting
- Data Governance

## LANGUAGES

- English
- Spanish
- French

## WORK EXPERIENCE

### Data Analyst

2020-2023

Telecom Innovations Inc.

- Developed automated reporting tools for customer service metrics.
- Utilized SQL and Python for data analysis and visualization.
- Collaborated with teams to enhance data collection processes.
- Conducted training sessions on data analysis best practices.
- Analyzed customer feedback data to inform service improvements.
- Participated in cross-functional projects to optimize operations.

### Junior Data Analyst

2019-2020

Data Communications Corp.

- Assisted in data collection and analysis for telecommunications projects.
- Performed data quality assessments to ensure accuracy.
- Supported the development of dashboards for performance tracking.
- Collaborated with technical teams to integrate data systems.
- Helped optimize data reporting processes for efficiency.
- Participated in the design of data governance frameworks.

## ACHIEVEMENTS

- Reduced reporting errors by 30% through improved data practices.
- Recognized for excellence in data-driven decision making.
- Successfully contributed to a project enhancing customer satisfaction rates.