MA

Michael Anderson

SENIOR BI CONSULTANT

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SKILLS

- Tableau
- SQL
- ETL
- Data Integration
- Predictive Analytics
- Customer Analytics

EDUCATION

BACHELOR OF SCIENCE IN COMPUTER SCIENCE, INSTITUTE OF TECHNOLOGY

LANGUAGE

- English
- Spanish
- German

ACHIEVEMENTS

- Awarded 'Employee of the Year' for outstanding contributions to BI initiatives.
- Recognized for developing a predictive model that improved customer retention rates by 30%.
- Published a white paper on data trends in telecommunications that gained industry recognition.

Experienced BI Consultant with over 9 years of expertise in the telecommunications industry, focusing on data integration and business intelligence to enhance customer service and operational performance. Proven ability to leverage big data and analytical techniques to drive business strategy and improve customer satisfaction. Adept at designing and implementing BI solutions that facilitate real-time data access and reporting.

EXPERIENCE

SENIOR BI CONSULTANT

Telecom Analytics Ltd.

2016 - Present

- Implemented a comprehensive BI framework that improved data integration processes by 30%.
- Developed customer satisfaction dashboards that increased responsiveness to client issues by 25%.
- Collaborated with IT to ensure the accuracy and security of data across BI platforms.
- Trained over 20 staff on the use of BI tools, enhancing their analytical capabilities.
- Conducted analyses that led to a 15% reduction in customer churn rates.
- Produced quarterly reports that informed executive decisions on service enhancements.

DATA ANALYST

Global Telecom Solutions

2014 - 2016

- Supported the development of BI reports that optimized operational processes, leading to a 20% improvement in service delivery.
- Analyzed call data records to identify trends and opportunities for cost savings.
- Participated in cross-functional teams to develop customer retention strategies.
- Assisted in the implementation of a new data visualization tool that improved reporting timelines.
- Conducted training for junior analysts on best practices in data reporting.
- Engaged with clients to gather feedback on BI tools and reports.