MICHAEL ANDERSON

Telecom Data Analyst

CONTACT

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📍 San Francisco, CA

EDUCATION

Bachelor of Science in Data Science

University of Technology
2016-2020

SKILLS

- SQL
- Python
- Data Analysis
- Data Visualization
- Customer Analytics
- Excel

LANGUAGES

- English
- Spanish
- French

Proactive Business Data Analyst with a background in telecommunications and over 5 years of hands-on experience in data analysis and reporting. Skilled in using data analytics to enhance customer satisfaction and optimize service delivery. Experienced in working with large datasets to uncover insights that drive business growth. Proficient in SQL and Python for data manipulation and analysis.

💼 WORK EXPERIENCE

Telecom Data Analyst
2020-2023

ConnectTel Inc.

- Analyzed customer usage patterns to inform service enhancements, resulting in a 25% increase in customer retention.
- Developed reports on service performance metrics for executive review.
- Collaborated with engineering teams to optimize network performance based on data analysis.
- Utilized SQL for data extraction and reporting, improving data accuracy.
- Conducted customer satisfaction surveys and analyzed results for actionable insights.
- Presented findings to senior management, aiding in strategic planning.

Data Analyst
2019-2020

Telecom Innovations Group

- Supported data collection and analysis for customer feedback initiatives.
- Assisted in the development of dashboards for monitoring service delivery metrics.
- Worked with IT teams to ensure data integrity across platforms.
- Conducted data audits to verify the accuracy of reports.
- Participated in team discussions to develop data-driven strategies.
- Provided insights based on analysis to enhance customer service initiatives.

★ ACHIEVEMENTS

- Improved customer satisfaction scores by 30% through data-driven service enhancements.
- Recognized for excellence in performance reporting and analysis.
- Developed a predictive model that significantly improved customer retention strategies.