MICHAEL
ANDERSON

Dashboard Developer

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I am a dedicated Dashboard Developer with over 4 years of experience in the telecommunications industry. My focus has been on creating dashboards that provide insights into network performance, customer satisfaction, and operational efficiency. I excel in using tools such as Tableau and QlikView to develop dashboards that are not only visually appealing but also provide actionable insights for technical teams and management.

WORK EXPERIENCE

Dashboard Developer | Telecom Solutions Ltd.   Jan 2022 – Present

- Developed dashboards to monitor key network performance indicators and customer satisfaction metrics.
- Collaborated with technical teams to identify data sources and define reporting requirements.
- Utilized Tableau and QlikView for creating insightful visualizations and reports.
- Automated data collection processes to enhance reporting efficiency.
- Conducted training sessions for staff on effective dashboard usage.
- Analyzed user feedback to continuously refine dashboard functionalities.

Data Analyst | Network Insights Group   Jul 2019 – Dec 2021

- Assisted in developing dashboards to track customer service performance and network reliability.
- Performed data analysis using SQL to support reporting and visualization efforts.
- Worked with cross-functional teams to gather requirements for dashboard creation.
- Created visualizations to support operational strategy discussions.
- Participated in initiatives to improve data quality and reporting accuracy.
- Provided ongoing support for existing dashboard solutions and analytics tools.

SKILLS

Tableau   QlikView   SQL   Data Visualization   Telecommunications Analytics   Reporting

EDUCATION

Bachelor of Science in Telecommunications   2015 – 2019
University of Communications

ACHIEVEMENTS

- Improved dashboard performance by 20% through optimization techniques.
- Received recognition for contributions to customer satisfaction analysis initiatives.
- Successfully launched a new dashboard that provided insights into network performance metrics.

LANGUAGES

English   Spanish   French