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EXPERTISE SKILLS

- Churn Prediction
- SAS
- SQL
- Customer Experience Analytics
- Data Interpretation
- Reporting

LANGUAGES

- English
- Spanish
- French

CERTIFICATION

- Bachelor of Science in Information Technology, University of Texas

REFERENCES

John Smith

Senior Manager, Tech Corp
john.smith@email.com

Sarah Johnson

Director, Innovation Labs
sarah.j@email.com

Michael Brown

VP Engineering, Solutions Inc
mbrown@email.com

MICHAEL ANDERSON

DATA ANALYTICS CONSULTANT

Results-oriented Data Analytics Consultant with a strong background in the telecommunications industry, offering over 6 years of experience in analyzing complex datasets to drive strategic initiatives. Expertise in customer experience analytics, churn prediction, and operational reporting. Proficient in using advanced analytical tools such as SAS and SQL to derive insights that enhance business processes and decision-making.

PROFESSIONAL EXPERIENCE

Telecom Insights LLC

Mar 2018 - Present

Data Analytics Consultant

- Developed churn prediction models that reduced customer attrition by 12%.
- Collaborated with marketing teams to design data-driven campaigns that improved customer engagement.
- Utilized SAS and SQL for data analysis, resulting in a 30% increase in reporting accuracy.
- Presented analytical findings to senior management, leading to strategic decision-making.
- Conducted training sessions for staff on data interpretation and analysis techniques.
- Analyzed operational data to identify areas for process improvement, resulting in cost savings.

Global Telecom Solutions

Dec 2015 - Jan 2018

Junior Data Analyst

- Assisted in the analysis of customer feedback data to improve service offerings.
- Created reports to track customer satisfaction metrics across various service lines.
- Utilized SQL to extract relevant data for analysis, enhancing data accessibility.
- Participated in cross-functional teams to develop new analytical solutions.
- Supported the development of dashboards for real-time performance tracking.
- Conducted ad-hoc analyses to support business development initiatives.

ACHIEVEMENTS

- Successfully reduced churn rates by 12% through predictive modeling.
- Enhanced data reporting processes, increasing efficiency by 25%.
- Recognized for contributions to improving customer satisfaction metrics.