



Michael ANDERSON

DATA MINING ENGINEER

Dedicated Data Mining Specialist with over 8 years of experience in the telecommunications sector, focusing on customer behavior and network optimization. Highly skilled in data analysis, modeling, and visualization, with a strong ability to translate complex datasets into actionable business insights. Proven expertise in improving customer satisfaction and loyalty through targeted data-driven strategies.

CONTACT

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- 📍 San Francisco, CA

SKILLS

- Data Mining
- Telecommunications Analytics
- SQL
- Python
- Predictive Modeling
- Data Visualization

LANGUAGES

- English
- Spanish
- French

EDUCATION

**BACHELOR'S DEGREE IN
TELECOMMUNICATIONS ENGINEERING,
TECH UNIVERSITY, 2012**

ACHIEVEMENTS

- Improved customer retention rates by 20% through effective data mining strategies.
- Received 'Excellence in Performance' award for outstanding contributions at Telecom Innovations.
- Successfully led a project that reduced operational costs by 15% through data-driven decisions.

WORK EXPERIENCE

DATA MINING ENGINEER

Telecom Innovations

2020 - 2025

- Analyzed network performance data to identify areas for optimization, resulting in a 15% reduction in downtime.
- Developed predictive models to forecast customer churn and implemented retention strategies.
- Collaborated with engineering teams to improve service quality based on data insights.
- Created comprehensive reports for management on customer usage patterns.
- Utilized SQL for database management and data extraction.
- Led training sessions on data mining techniques for technical staff.

SENIOR DATA ANALYST

ConnectTel Corp.

2015 - 2020

- Conducted detailed analysis of customer data to enhance service offerings.
- Implemented data-driven solutions that improved customer satisfaction by 25%.
- Worked with marketing teams to develop targeted campaigns based on customer insights.
- Automated reporting processes, leading to a 50% increase in efficiency.
- Presented findings to stakeholders to inform strategic planning.
- Utilized Python and Tableau for data visualization and analysis.