



Michael ANDERSON

DATA REPORTING ANALYST

Detail-oriented Data Reporting Specialist with 7 years of experience in the telecommunications industry. My expertise lies in utilizing data reporting tools to generate insights that drive network performance improvements and enhance customer satisfaction. I possess strong analytical skills, allowing me to interpret complex datasets and present findings in a clear, actionable format.

CONTACT

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SKILLS

- SQL
- R
- Data Analysis
- Telecommunications Reporting
- Excel
- Customer Insights

LANGUAGES

- English
- Spanish
- French

EDUCATION

**BACHELOR OF SCIENCE IN
INFORMATION TECHNOLOGY, GEORGIA
INSTITUTE OF TECHNOLOGY, 2015**

ACHIEVEMENTS

- Improved reporting accuracy by implementing data validation techniques.
- Recognized for outstanding contributions to network performance analysis.
- Led a training initiative that enhanced team reporting skills.

WORK EXPERIENCE

DATA REPORTING ANALYST

Telco Innovations

2020 - 2025

- Generated reports on network performance metrics to inform operational strategies.
- Utilized SQL and R for data analysis and reporting.
- Worked closely with engineering teams to identify areas for service improvement.
- Created visualizations that helped stakeholders understand complex data.
- Conducted root cause analysis on customer complaints to enhance service quality.
- Trained new staff on reporting protocols and tools.

JUNIOR DATA REPORTING SPECIALIST

ComNet Solutions

2015 - 2020

- Assisted in the preparation of daily operational reports.
- Maintained databases to ensure data accuracy and integrity.
- Supported senior analysts in generating quarterly reports.
- Analyzed customer feedback data to inform service enhancements.
- Participated in team projects aimed at improving reporting processes.
- Contributed to a project that reduced reporting discrepancies by 20%.