



MICHAEL ANDERSON

Lead Data Visualization Engineer

Strategic Data Visualization Engineer with over 9 years of experience in the telecommunications industry, specializing in the development of visual analytics solutions that drive operational efficiency and customer satisfaction. Proficient in using tools like SAS and Tableau to create visual representations of complex telecom data, enabling better decision-making and performance tracking.

WORK EXPERIENCE

Lead Data Visualization Engineer

2020-2023

Telecom Innovations LLC

- Developed advanced dashboards with SAS that improved operational insights, increasing efficiency by 35%.
- Collaborated with cross-functional teams to define KPIs and visualization requirements.
- Automated data reporting processes, reducing turnaround times by 50%.
- Conducted training sessions for teams on visualization best practices.
- Managed multiple projects to enhance data visualization capabilities across departments.
- Created visual reports for executive presentations, improving stakeholder engagement.

Data Analyst

2019-2020

Connect Telecom Inc.

- Utilized Tableau to create interactive visualizations for customer usage patterns.
- Analyzed telecom data to identify service improvement opportunities and trends.
- Worked with IT to ensure data accuracy in visualization outputs.
- Participated in project meetings to present findings and recommendations.
- Supported team initiatives to enhance data literacy across departments.
- Documented visualization processes for compliance and training purposes.

ACHIEVEMENTS

- Recognized for developing a visualization strategy that improved customer satisfaction metrics by 20%.
- Received 'Excellence in Innovation' award for contributions to data analytics projects.
- Presented findings at international telecom conferences, emphasizing visualization impact.

CONTACT

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EDUCATION

Master of Science in Data Science

University of Southern California
2016-2020

SKILLS

- SAS
- Tableau
- Data Visualization
- Telecommunications Analytics
- SQL
- Data Reporting

LANGUAGES

- English
- Spanish
- French