MICHAEL
ANDERSON

Telecom Data Analyst

- San Francisco, CA
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Talented Industrial Data Analyst with over 3 years of experience in the telecommunications sector. Demonstrated ability to analyze large datasets and provide insights that drive business decisions. Proficient in data visualization and statistical analysis tools, including SQL and Tableau. Holds a Bachelor's degree in Information Technology. Committed to leveraging data analytics to improve customer experience and optimize operational efficiency.

WORK EXPERIENCE

Telecom Data Analyst | Telecom Innovations Ltd.   Jan 2022 – Present

- Analyzed customer usage data to identify trends and optimize service offerings.
- Developed dashboards in Tableau to visualize key performance indicators.
- Collaborated with marketing teams to assess the effectiveness of campaigns.
- Utilized SQL to extract and analyze telecom data for reporting purposes.
- Generated monthly reports to track operational metrics and performance.
- Participated in strategy meetings to discuss data-driven recommendations.

Data Analyst Intern | Connect Telecoms Inc.   Jul 2019 – Dec 2021

- Assisted in analyzing customer feedback data to improve service quality.
- Created visual reports to present findings to the team.
- Supported the development of a new customer satisfaction survey tool.
- Conducted research on telecom industry trends and data analytics practices.
- Collaborated with cross-functional teams to gather data requirements.
- Documented processes and findings for future reference.

SKILLS

Data Analysis   Telecommunications   SQL   Tableau   Data Visualization   Reporting

EDUCATION

Bachelor's in Information Technology   2018
University of Illinois

ACHIEVEMENTS

- Improved customer satisfaction scores by 15% through data-driven initiatives.
- Contributed to a project that optimized service plans based on customer usage data.
- Received commendation for developing an innovative reporting tool.

LANGUAGES

English   Spanish   French