MA

Michael
ANDERSON

CONTACT

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- San Francisco, CA

SKILLS

- Customer Analytics
- Data Visualization
- SQL
- R
- Network Performance
- Reporting

LANGUAGES

- English
- Spanish
- French

EDUCATION

BACHELOR OF SCIENCE IN DATA SCIENCE, UNIVERSITY OF TEXAS, 2015

ACHIEVEMENTS

- Recognized for outstanding contributions to customer retention initiatives.
- Successfully led a project that enhanced data reporting efficiency by 30%.
- Completed a certification in Big Data Analytics from a recognized institution.

METRICS ANALYST

Innovative Metrics Analyst with 7 years of experience in the telecommunications industry, focusing on customer analytics and network performance metrics. I have a strong passion for using data to uncover insights that drive customer retention and improve service offerings. My experience includes extensive use of statistical tools and database management systems to analyze customer behavior and network usage trends.

WORK EXPERIENCE

METRICS ANALYST

Telecom Solutions Inc.

2020 - 2025

- Developed customer segmentation models that improved retention rates by 15%.
- Conducted network performance analysis that identified bottlenecks, leading to a 20% improvement in service delivery.
- Created visual reports and dashboards for senior management, facilitating quick decision-making.
- Collaborated with marketing teams to optimize promotional strategies based on customer behavior data.
- Utilized SQL and R to analyze large datasets, providing actionable insights.
- Trained team members on best practices in data analysis and reporting.

DATA ANALYST

NetCom Services

2015 - 2020

- Supported the metrics team in analyzing customer feedback and usage patterns.
- Assisted in the development of performance dashboards that tracked key metrics.
- Gathered and cleaned data from various sources to ensure accuracy.
- Participated in cross-functional projects aimed at improving service offerings.
- Conducted ad-hoc analyses to support business objectives.
- Maintained documentation of data processes for future reference.