MICHAEL
ANDERSON

Operations Data Analyst

- San Francisco, CA
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Proactive Operations Data Analyst with 6 years of experience in the telecommunications industry. Specializes in using data analytics to enhance operational efficiency and customer satisfaction. Proven ability to analyze complex datasets and provide actionable insights to support strategic decision-making. Strong background in using analytical tools and methodologies to drive continuous improvement initiatives.

WORK EXPERIENCE

Operations Data Analyst | Telecom Solutions Corp.   Jan 2022 – Present

- Analyzed customer data to identify trends and improve service delivery, resulting in a 25% increase in customer satisfaction.
- Developed and maintained dashboards for monitoring network performance metrics.
- Collaborated with product teams to assess the impact of new service offerings based on data insights.
- Utilized SQL and Python to analyze large datasets and generate reports.
- Presented analytical findings to stakeholders, driving data-informed business decisions.
- Conducted training for team members on data analysis best practices.

Data Analyst | Network Insights Ltd.   Jul 2019 – Dec 2021

- Supported data analysis for customer service initiatives to enhance user experience.
- Prepared detailed reports on network performance for management review.
- Assisted in identifying key performance indicators for service delivery.
- Conducted data validation to ensure accuracy in performance reporting.
- Participated in cross-functional projects to align data strategies across teams.
- Provided insights that contributed to a 15% reduction in service downtime.

SKILLS

Data Analysis   Telecommunications Analytics   SQL   Python   Reporting   Performance Metrics

EDUCATION

Bachelor of Science in Information Technology   2015
Tech University

ACHIEVEMENTS

- Recognized for outstanding contributions to customer satisfaction improvement initiatives.
- Successfully led a project that enhanced data reporting capabilities.
- Contributed to a strategic initiative that increased operational efficiency by 10%.

LANGUAGES

English   Spanish   French