

MICHAEL ANDERSON

Senior Product Data Analyst

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Strategic Product Data Analyst with 8 years of experience in the telecommunications sector, focusing on data-driven product development and customer experience optimization. Expertise in analyzing large datasets to identify trends, patterns, and opportunities for improvement. Proven ability to collaborate with technical teams and product managers to implement data insights into actionable strategies.

WORK EXPERIENCE

Senior Product Data Analyst | Telecom Innovations Ltd.

Jan 2022 – Present

- Led data analysis projects that resulted in a 30% increase in customer satisfaction ratings.
- Developed predictive models to forecast customer churn, reducing churn rates by 20%.
- Collaborated with IT teams to enhance data collection processes for product analytics.
- Designed and implemented dashboards to track product usage and performance metrics.
- Presented analytical insights to senior leadership, driving strategic product decisions.
- Mentored junior analysts on best practices in data analysis and reporting.

Product Data Analyst | Mobile Solutions Corp.

Jul 2019 – Dec 2021

- Analyzed customer feedback data to identify areas for product improvement, resulting in a 15% increase in user engagement.
- Utilized SQL for data extraction and reporting to support product teams.
- Worked with marketing teams to assess the effectiveness of promotional campaigns on product adoption.
- Conducted A/B testing to evaluate new product features.
- Participated in cross-functional meetings to align product strategy with data insights.
- Created comprehensive reports that provided actionable insights for product development.

SKILLS

SQL Machine Learning Data Analysis Predictive Modeling Data Visualization Reporting

EDUCATION

Bachelor's Degree in Computer Science

2015

University of Telecommunications

ACHIEVEMENTS

- Awarded 'Employee of the Year' for exceptional contributions to product analytics.
- Increased analytical reporting efficiency by implementing automated reporting tools.
- Successfully led a project to enhance product feature utilization by 25%.

LANGUAGES

English Spanish French