



MICHAEL ANDERSON

Risk Data Analyst

Analytical and innovative Risk Data Analyst with 3 years of experience in the telecommunications industry. Specializes in analyzing customer data to identify risks related to service delivery and customer satisfaction. Strong analytical skills complemented by a creative approach to problem-solving. Demonstrated ability to create actionable insights that drive strategy and improve customer experience.

CONTACT

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- San Francisco, CA

EDUCATION

Bachelor's Degree in Information Technology

University of Illinois
2020

SKILLS

- Data Analysis
- Customer Insights
- SQL
- Tableau
- Risk Assessment
- Service Quality

LANGUAGES

- English
- Spanish
- French

WORK EXPERIENCE

Risk Data Analyst

2020-2023

Telecom Solutions Inc.

- Assessed customer feedback data to identify service delivery risks.
- Developed dashboards using SQL and Tableau to monitor service quality metrics.
- Collaborated with technical teams to address identified risks promptly.
- Conducted analysis of customer churn data to inform retention strategies.
- Presented findings to management to drive customer experience improvements.
- Participated in team meetings to align risk management efforts with business goals.

Data Analyst Intern

2019-2020

ConnectTel

- Supported data analysis projects focusing on customer satisfaction metrics.
- Assisted in the creation of reports detailing service risk assessments.
- Participated in team brainstorming sessions for risk mitigation strategies.
- Conducted surveys to gather insights on customer service experiences.
- Helped develop training materials for new analysts.
- Created visual presentations of analytical findings for stakeholder meetings.

ACHIEVEMENTS

- Improved customer satisfaction scores by 20% through data-driven initiatives.
- Recognized for outstanding contributions to the risk management team.
- Successfully reduced customer churn rates by implementing targeted strategies.