MA

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🌐 www.michaelanderson.com

SKILLS

- SQL
- Python
- Data Visualization
- Statistical Analysis
- Customer Insights
- Network Analysis

EDUCATION

BACHELOR OF SCIENCE IN TELECOMMUNICATIONS, TECHNICAL UNIVERSITY, 2014

LANGUAGE

- English
- Spanish
- German

ACHIEVEMENTS

- Improved customer retention rates by 15% through targeted analysis and recommendations.
- Recognized for excellence in data reporting and analysis in 2020.
- Led a project that optimized network performance, resulting in a 25% reduction in customer complaints.

Michael Anderson

SENIOR DATA ANALYST

Motivated Senior Data Analyst with 6 years of experience in the telecommunications industry, specializing in network performance analysis and customer insights. Proven expertise in utilizing data analytics to enhance customer satisfaction and reduce churn rates. Strong background in statistical analysis and data mining, with a commitment to ensuring data integrity and accuracy.

EXPERIENCE

SENIOR DATA ANALYST

Telecom Innovations Ltd.

2016 - Present

- Analyzed network performance data to identify and resolve issues, improving service quality by 20%.
- Developed customer insights reports that informed product development and marketing strategies.
- Utilized SQL for data extraction and reporting, reducing report generation time by 40%.
- Collaborated with engineering teams to optimize network resources based on data findings.
- Presented data-driven insights to management, influencing service improvement initiatives.
- Trained team members on data analysis techniques and tools.

DATA ANALYST

Global Telecom Services

2014 - 2016

- Conducted analysis of customer data to identify trends in usage patterns.
- Assisted in the development of predictive models for customer retention.
- Worked with IT to enhance data collection systems for better accuracy.
- Prepared reports for stakeholders to highlight key performance metrics.
- Engaged with customer service teams to understand data needs and optimize processes.
- Supported cross-functional teams in implementing data-driven solutions.