Hao (Annie) Wang

Data Analyst

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Summary

Adaptable and passionate Data Analyst with the ability to collect, organize, analyze, and visualize large datasets with attention to detail and accuracy.
Proficient knowledge in statistics, mathematics, and analytics.
Experienced in preparing detailed documents and reports with process-oriented approach.

Technical Skills

- Visualize: Power BI, Tableau Public
- Analysis: SAS, SQL Server, data modeling, Python (Numpy, Pandas and Jupyter)
- Web Technology: HTML5
- Others: Excel, VBA, PowerPoint

Experience

Parmeswari Technology Inc.   Thornhill, ON
Data Analyst (part-time)   2021.09-present

- Gather requirements from stakeholders, identify data sources, and evaluate the data generated according to the Requirements.
- Deliver in depth customer churn reports by understanding business user requirements, conducting churn analysis using customer segmentation, EDA (Exploratory Data Analysis) process by SQL Server, and presenting visualization by power BI with the purpose of optimizing retention.
- Use sentimental analysis to understand implicit customer options, and to determine key areas influencing consumers satisfaction.
- Calculate the predicting Risk-Level for all existing customers to identify At-Risk customers.

TeraGo Networks Inc.   Thornhill, ON
Order Coordinator   2013.12 – present

- Review, validate, and organize data from Sales and Operation departments to ensure consistency and accuracy of the data and meet reporting requirements.
- Prepare and analyze weekly and monthly sales and operation matching reports and SLT (Senior Leadership Team) reports include completion, backlog, debook and book sections in an effective way.
- Perform sophisticated ad-hoc to support Marketing Analyst, Senior Sales Analysts, and Senior Financial Analysts to meet department objectives.
- Create data visualization using Excel, Power BI on weekly and monthly bases.
- Work in collaboration with Loyalty and Finance teams to reconciliate churn/customer retention report and cloud order completion report monthly to identify pattern and trend.
- Create department requirements and process, and test sandbox for developers to ensure new systems support our business process when company migrates from CRM, NAV to Salesforce, ERP.
- Exam sales orders, prioritize and input accurately using multiple databases (NAV, CRM, TRE, GUS, SalesForce, Jira etc.), and coordinate with various teams to ensure smooth installation and implementation process.

Education & Certificate

- SAS Certified Specialist: Base Programming & SAS Certified Advanced Programmer   2019
- Seneca College of Applied Arts and Technology
  - *Certificate of Business Analysis*   *2018*
  - *General Business Diploma, (part-time) Honours*   *2016*
- Xi'an International Studies University
  - Bachelor of Arts in English Literature   2008