

David Chen
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Summary:

A passionate and results-oriented person with background in mathematics and analytics. Capable of tackling challenging tasks, delivering measurable results, and constantly looking on turn data into meaningful and actionable insights

Qualifications:

- Multi-tasking and maintain professionalism deliver service on time and work cross departments
- Analytical thinker with ability to manage multiple projects and meet tight deadline
- Advance knowledge in data analysis: **SQL** Databases, stored procedures, ETL and Data Visualization
- Strong communication and interpersonal skill with the ability to work in fast-paced environment
- Understanding of business processes in product lifecycle, sales operations, and costing analyst

Technical Skills:

Productive: Office 365, Excel, PowerPoint, MySQL, SAP(ERP), **SharePoint**
OLAP/Statistics Tools: **PowerBI**, Tableau, Python (Jupyter/Colab)
Environment: Google Cloud Platform, Linux (Centos & Ubuntu), Windows10

Professional Work Experience:

Diligent Management Group
Senior Data Analyst

Jan, 2019 – Current

- **Reported** to Manager and Senior Team Lead, analyzed internal business needs and implemented solution to support technologies and business initiatives
- Hosted client meetings and documented the BRD and FRD. Performed gap analysis, created a process flow for the business needs, based on project manager approval process flow for task
- Analyzed business requirements, propose, design, develop and implement **Power BI** and Tableau automated dashboard solutions to satisfy requirements
- Developed deep data knowledge by combining data from various source, analyzed heterogeneous data sets to come up with Business Metrics and KPIs and inform the business as needed dive deep into key metrics based on requests
- Wrote **SQL** query to complete data engineering and constructing analytical tables from center data warehouse in preparation of model building
- Based on the insights extracted from Persona analysis, built cross-selling tactics to customize sales decisions, providing a view for the business on opportunities and profitability
- Created ad-hoc queries and **reports** as needed along with providing on-going analytical support for requests
- Worked effectively with cross function team includes sales team, data analyst, data scientist, data engineers and stakeholders to ensure that all approved development and deployment procedures are followed

Great Green World Inc
Business System Analyst

Feb, 2016 – July, 2018

- Supported customer developed **reports**, revised existing **reports**, developed and distributed data
- Audited with production/inventory department on monthly/weekly basis for validating & researching data fluctuations
- Analyzed internal and external database, specifying marketing landscape and opportunities
- Built ad-hoc, dashboard (**Power BI**) **reports** to support the sale team in answering questions for internal business reviews as well as in external meetings with the customers
- Partnered with stakeholders and senior management to drive SAP objectives
- Trained and developed SAP project teams and provided consistent guidance.
- Worked with Customer Success Managers to develop business reviews leveraging insights from analytics, benchmarks, and best practices

Education:

University of Toronto St. George
Bachelor's Degree of Engineering and Applied Science

2009-2015

