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 insight

QUALIFICATION

➢ Strong analytical skill with the ability to collect, organize, analyze and disseminate significant amounts of information with **attention to detail and accuracy**

➢ Working experience in database design, data manipulation using **SQL/RDBMS** environments, including store procedures, views and ETL processes

➢ Advanced knowledge with **SQL** query includes but not limited to Aggregate Function, Subquery, CTE, Window Function and programming language like **Python** (Jupyter Notebook)

➢ Experience using **AWS cloud-stack technology** focus on S3, Athena, EMR, RDS and AWS Database related product

➢ Experience in open-source language and visualization tools (Tableau, Power BI)

➢ Efficiently translate business requirement, understanding strategy and priorities, implementing and present **reporting and analytical solutions** to key stakeholders

➢ **Multi-tasking** and maintain professionalism **deliver service on time** and work collaboratively within a cross functional team environment

➢ Ability to present complex issues in a clear and concise manner

TECHNICAL SKILL

Productive: Microsoft Office Suite 365, Excel, Word, PowerPoint, Jira, Git
Programming: **Python, MySQL**
Business Intelligence: Tableau, Power BI
Cloud Environment: **AWS (Amazon Web Services), Linux**

WORK EXPERIENCE

Diligent Management Group   Oct, 2018 – Current
Senior Data Analyst And Business Intelligence

➢ Liaised with business stakeholders for **business vision/requirements, data specifications,** and partner with product & sale team translate date into actionable insights

➢ Analyzed **business requirements, built business case, documenting & provided recommendations** & continuous improvement and implement automated **Tableau**

➢ Performed analysis include predictive forecasting, regression, retention model and analyzed customer data by customer segmentation to build lookalike customer targeting

➢ Developed deep data knowledge by combining data sets from different system, analyzed heterogeneous data sets to come up with **KPIs** and inform the business as needed dive deep into **key metrics** based on requests

➢ Created **Ad-Hoc queries & reports** and provided on-going analytical support for requests

➢ Worked effectively with the other department/business unit to ensure that all approved development and deployment procedures are followed

Great Green World Inc   Feb, 2016 – July, 2018
Business Report Analyst
  ➢ Supported customer need (primarily with sale team) developed **reports**, revised existing reports, developed and distributed data
  ➢ Enrolled users, controlled and monitored user access to ensure system security
  ➢ Audited with production/inventory department on monthly/weekly basis for validating & researching data fluctuations
  ➢ Analyzed internal and external database, **identify product/service solution** to maximize our opportunities and meeting customer's need
  ➢ Created analytics reports derive recommendations supported Customer Success Objectives
  ➢ Generated **ad-hoc reports** as required by Customer Success teams to support **sales activities, marketing performance, sales opportunities and product exhaust data**
  ➢ Built best practices for reporting dashboards and communicate with Customer Success Managers to help set expectations during the client onboarding process
  ➢ Utilized analytics to benchmark clients by industry, size, location, and other metrics to provide insights to the Customer Success team
  ➢ Worked with Product and Development to provide feedback on how clients are using data within the program, as well as highlight areas to improve for future enhancements
  ➢ Worked with Customer Success Managers to develop business reviews leveraging insights from analytics, benchmarks, and best practices

EDUCATION
University of Toronto St. George   2009-2015
Bachelor's Degree of Engineering and Applied Science
Minor: Economics and Finance