

# Lin Mi

## Data Analyst

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Southbank, Vic 3006

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### Summary

Entry-level data analytics professional, recently completed the Google Advanced Data Analytics Professional Certificate;

Transitioning from a career in the customer-centric industry and seeking a role in the field of data analytics

### Skills

- Strong analytical and data interpretation skills
- Python, SQL, and Tableau
- Regression analysis
- Statistical analytics
- Exploratory data analysis
- Advanced modeling
- Excellent communication skills

### Experience

#### Perpetual Limited & PwC Melbourne / Corporate Receptionist

APRIL 2022 - PRESENT, MELBOURNE, VIC

- Professional and consistently high level of customer service to all clients
- Well maintained and managed booking system for meeting rooms

#### Melbourne City Backpackers / Receptionist

AUGUST 2021 - APRIL 2022, MELBOURNE, VIC

- Check-in/out guests and resolve customer problems and complaints

#### Mt Baw Baw Ski Resort / Customer Service Attendant

JUNE 2019 - AUGUST 2021, MT BAW BAW, VIC

- Recommended products to customers, thoroughly explaining details

#### Uniqueway Chongqing Branch / International Travel Consultant

APRIL 2017 - MAY 2019, CHONGQING, CHINA

- Maintained operational proficiency in coordinating both international and domestic travel reservations for customers
- Awarded the Singapore&Bali tour price

#### Citibank N.A / Account Manager

JULY 2014 - APRIL 2017, CHONGQING, CHINA

- Top 10 elite team as a member of Citigroup CC
- Addressed problems with risk management, accounting, billing and service delivery to maintain and enhance client satisfaction

### Education

#### Google / Advanced Data Analytics Professional Certificate

NOVEMBER 2023 - JANUARY 2024, Online

#### Capital of Normal University / Bachelor of Science(Biology)

SEPTEMBER 2010 - JUNE 2014, BEIJING, CHINA

#### Tübingen University / Bachelor of Science(Biology)

SEPTEMBER 2013 - MARCH 2014, TUBINGEN, GERMANY

- Received Baden Württemberg Stiftung Scholarship