

Michael Collins



DATA OPERATIONS ANALYST

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SUMMARY

Data Analyst with 2+ years of experience in data operations and AI Machine Learning. Proven ability to adapt quickly and improve data quality driving insights using SQL, Python, and Data visualizations. Adept to aligning analytics solutions with business goals in fast-paced and ever evolving environments.

WORK EXPERIENCE

DATA OPERATIONS ANALYST / Google via Global Logic / Nov 2022 - Current

- Work with Trust & Safety to assess large scale datasets for potential policy violations and ethical risks
- Leverage SQL in Data Compute to analyze, evaluate, and annotate high volume datasets, improving LLM performance across multimodal and multi-context AI text
- Led quality assurance workflows for data labeling tasks, reducing errors by 20% and contributing to a 95% on-time project delivery metric
- Developed SOPs and guidelines to streamline annotation and evaluation workflows for raters and reviewers across 10+ AI/ML projects

LEASING MANAGER / Greystar Property Management / Nov 2020 - Nov 2022

- Analyzed lead response rates, occupancy trends, and customer behavior using Excel and CRM data, leading to a 6% increase in occupancy through optimized pricing and operation strategies
- Designed and maintained KPI dashboards to track leasing agent performance, marketing ROI, and regional benchmarks, enabling data informed decisions for property operations
- Conducted competitor analysis and rental market research to guide strategic planning for lease offers and renewal pricing, improving customer retention rates

PREVIOUS EXPERIENCE AVAILABLE UPON REQUEST

EDUCATION

UNIVERSITY OF MARY HARDIN-BAYLOR / Belton, TX / 2014 - 2018

Bachelors of Science in Multimedia and Information Technology

GOOGLE DATA ANALYTICS PROFESSIONAL CERTIFICATION / Coursera / Nov 2022

- [\[LINK\]](#)

SKILLS

Technical: SQL, Python, ETL Processes, Data Modeling, Data Visualization, Dashboard Development, Data Compute

Analytical: Data Analysis, Data Cleaning, Predictive Analysis, Business Intelligence, Data Governance, Data Quality Assurance