MIN YAN NAING

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Nationality – Myanmar

SUMMARY

Working as a Business Intelligence Analyst (Data Analytics) in driving information for decision-making, business development and generating valuable insights through data utilization. With a strong foundation in data analysis, visualization, and engineering, I am passionate about transforming data into strategic insights that drive business outcomes. As a Microsoft Certified Power BI Data Analyst and Fabric Analytics Engineer, I have a proven track record in data analysis, dashboard implementations, data engineering and cross-functional collaboration with different teams within the organization.

In my current role, I perform extensive data analysis and build impactful dashboards for various teams, leading to more efficient operations and strategic decision-making. Through strong analytical and communication skills, I collaborate with stakeholders to deliver actionable insights on time that drive informative decisions and continuous process improvements for the organization.

With a solid background in data analysis and data engineering, coupled with proficiency in Power BI, Excel, Azure Synapse and Fabric Analytics, Azure Data Factory, Python, SQL, I am dedicated to fostering data-driven cultures, sharing insights, and facilitating digitization processes to enhance operational efficiency.

My goal is to drive meaningful changes through data and ensure continuous improvements that align with evolving business needs. Looking forward, I am excited to continue my technical and analytical skills to contribute in data-driven cultures by enabling better decision-making and operational excellence within the organization.

SKILLS

- Problem-solving, Adaptability, Team Collaboration, Quick Learner
- Data Analysis, Ad-hoc Reporting, Data Visualization, Dashboard Development
- Data Engineering, Data Modelling, ETL Pipeline
- Power BI, DAX, Python, SQL, PySpark, Power Query, KNIME
- Microsoft Excel, Power Automate, Google Sheets,
- Microsoft Fabric, Azure Synapse Analytics, Azure Data Factory, SNOWFLAKE

EXPERIENCES

- **Proximity Designs** (Business Intelligence Analyst: *August 2022 – Current*)
  - Extract and clean data from various sources by transforming raw data to insightful reports and dashboards.
  - Collaborated with cross-functional teams to understand data needs and provided data-driven solutions.
  - Developed and managed data warehouses to create a single source of truth data for the organization.
  - Ensured data accessibility, accuracy, integrity, and consistency across all datasets.
  - Negotiated with teams to enhance data capture accuracy, ensuring the integrity of data-driven insights.
  - Monitored ETL pipelines and dashboards for performance, identifying and troubleshooting issues to ensure seamless data flow.
  - Identified operational and process enhancement opportunities by leveraging data insights, driving continuous improvement initiatives.

- **ONOW Myanmar** (Data Analyst: *September 2021 - August 2022*)
  - Created insightful dashboards and performed Ad-hoc Analysis,
  - Ensuring data cleaning and transformation to improve data quality
  - Defined data formats and types for developers to reduce data inconsistencies and analyzed data with reports to enhance workflow efficiency.

EDUCATION BACKGROUND

Degree   : Bachelor's degree
Field of study   : Engineering
Major   : Electronics
University   : Yangon Technological University
Graduation Date   : 1st March 2020

CERTIFICATION

1. Microsoft Certified: Power BI Data Analyst Associate
2. Microsoft Certified: Fabric Analytics Engineer Associate
3. Become a Data Analyst (LinkedIn - Learning Path)
4. Python 3: Programming beginner to advanced (Udemy)
5. Applied Plotting, Charting & Data Representation in Python (Coursera)
6. Applied Machine Learning in Python (Coursera)

PROJECT EXPERIENCS

- **Sales Performance Dashboards and Forecasting Analysis**
  - Designed and implemented a Power BI dashboard to provide management with comprehensive insights into sales performance across multiple channels, drawing data from an integrated data warehouse. Conducted in-depth data analysis to identify trends, track individual sales achievements, and support revenue forecasting. By enabling the team to make data-driven decisions, the dashboard helped streamline sales strategies, contributing to an increase in forecast accuracy and enhanced sales channel efficiency.

- **Contact Center Operations and KPI Analysis**
  - Built a fully automated, end-to-end ETL process with Dataflows, SQL and Power BI dashboards to monitor customer inquiries and employee performance metrics. Leveraged KPI analysis to assess service quality and workload distribution, highlighting performance gaps and enabling the contact center team to improve response times and resource allocation. The dashboard's insights supported strategic process enhancements, ultimately contributing to a 20% reduction in average customer wait times and improved service satisfaction.

- **CRM and Customer Growth Analysis**
  - Developed a CRM dashboard that integrated customer behavior data with digital marketing metrics, providing a consolidated view of engagement patterns and growth drivers. Analyzed customer interaction trends to deliver actionable insights that guided targeted marketing strategies. This project helped to enhance in supporting a measurable increase in customer engagement and retention rates.

- **Product Line / Service Line Performance Analysis and Monitoring**
  - Collaborated with stakeholders to define business requirements and developed Power BI dashboards with data models from Snowflake, implementing ETL processes to ensure data accuracy and consistency. The resulting dashboards allowed the organization to monitor product and service line performance in real time, while also providing actionable insights for strategic adjustments. The project's analysis enabled better decision-making, enhancing the organization's agility in responding to market dynamics.