Michael Evans

Junior Data Analyst

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# Skills

* Analysis
* Visualization
* Problem-solving
* Communication
* Organization
* Python
* SQL
* Research

# Professional Experience

## CUSTOMER SERVICE SPECIALIST

BrightPath Solutions | 07/2022 - 12/2025

* Utilized customer feedback to design efficient workflows, reducing support resolution time by 25%.
* Developed a reporting tool using Excel to track key customer service metrics, leading to a 15% increase in customer satisfaction scores.
* Co-led a project to implement CRM software, training a team of 20 employees.

# Technical Skills

Data Cleaning & Transformation Statistical Analysis

Visualization (Tableau, Power BI) Python (Pandas, NumPy)

SQL Query Writing

## INTERN - DATA ANALYTICS

AnalyzeIt Consulting | 01/2022 - 06/2022

* Cleaned and analyzed client datasets to identify trends and anomalies.
* Prepared visual reports for team presentations, earning praise for clarity and precision.
* Contributed to data pipeline automation, reducing manual work by 30%.

# Languages

* English - Advanced
* German - Intermediate
* French - Basic
* Spanish - Basic

# Certifications

Google Data Analytics Certificate Advanced SQL for Data Analysis Excel for Business Analytics

# Education

Coursera, 06/2024 DataCamp, 09/2024 Udemy, 03/2023



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| Interests | BA in Communications and Business Studies |  |
| Data Visualization Techniques | University of Leeds | 09/2018 - 06/2022 |
| AI and Machine Learning | MSc in Data Science |  |
| Hiking and Outdoor Adventures | University College London (UCL) | 09/2023 - 09/2025 |