

First Last

Analytics Manager

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Analytics manager with 10 years of experience improving customer engagement, increasing sales and turning complex data into actionable insights. Key achievement: improved business growth using predictive analytics to maintain a 4.5 star on a 5-point customer satisfaction scale.

RELEVANT WORK EXPERIENCE

Resume Worded, New York, NY

2015 – Present

Analytics Manager

- Supervised 10+ cross-functional teams to develop solutions that address each team's distinctive challenges; reduced 71.5% of time spent gathering data from other sources.
- Built predictive models to determine 1545+ clients at risk of churning and those likely to upgrade their service plans; boosted monthly retention rates and upsold opportunities by 32% YoY.
- Partnered with a team of 12+ analysts to create a cost-benefit analysis, which predicted the best way to implement 31 proprietary software architectures.
- Designed a web-based reporting tool with 27+ pre-built reports for executive dashboards, increasing visibility into NPS score, monthly recurring revenue growth rate, and Average Revenue Per User (ARPU).

Growths, San Francisco, CA

2013 – 2015

Data Quality Analyst

- Identified 28+ methods to improve sales and marketing campaigns' effectiveness via developing end-to-end reporting solutions based on business requirements.
- Championed a cross-departmental project to exceed Growths 11.5% aggressive growth strategy by developing a workflow management system for 1330+ customer queries.
- Provided leadership with real-time insight into 15+ key performance areas that increased earnings by 93% using SAP Business Objects to create reports.
- Initiated innovative data collection methods that enabled proactive communication between clients' needs and 13+ product development teams, adding \$5500+ to Q1 and Q2 2014 revenue.

Resume Worded Exciting Company, San Francisco, CA

2011 – 2013

MIS Specialist

- Created an application for clients in the healthcare industry that monitors the buying habits of 1400 customers and uploads media files into their database using FTP.
- Developed a large database that integrates corporate data from 38+ merchants in the first month of employment.
- Performed SAP calculations based on specifications in order to advise 520+ clients on the benefits of purchasing products from the company.

EDUCATION

Resume Worded University, New York, NY

2011

Master of Science — Statistics

SKILLS

Technical Skills: Business Analysis (Advanced), Big Data (Experienced), Data Modeling & Design, Machine Learning
Languages: English (Native), German (Fluent), French (Conversational)