

# Alex MN

## Data Analyst

Motivated, and responsible Data Analyst with experience in increasing comprehension of reports and presentations by the average professional. Possessing a Bachelor's and a few industry-recognized certifications.

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## AREAS OF EXPERTISE

Tableau (Server/Desktop/Prep) Excel SQL Python Shell Git Docker

WordPress CRM HTML CSS

## WORK EXPERIENCE

### Data Analyst

Freelance · Apr 2021 - Present

Built out the data and reporting infrastructure from the ground up using Tableau Server on Windows on-premise server for a small team of 8.

- Managed data sources, data collection, and data dictionary.
- Built and managed dashboards for internal and external stakeholders.
- Led a team of 2 junior analyst and managed the key-communications with external and internal stakeholders.

### Web Master

Spice Catalyst (Remote Position) · Sep 2018 - Feb 2021

Responsible for creating and curating high quality, on-brand content for the consulting brand.

- Redesigned the website with WordPress and integrated advanced SEO.
- Monitoring Google Analytics for reporting and performance tracking.
- Managed the IT backend for day-to-day operations.

### Web Master

Tech Star Ventures (Remote Position) Dec 2014 - Jun 2018

Responsible for building and managing websites and digital marketing

- Built more than 4 websites using WordPress
- Worked closely with lead collection and content design
- Wrangled data, analytics, backups and archiving

### Executive

Habiliss Info Pvt Ltd (Chennai) Mar 2012 - Nov 2014

This position involved performing a handful of multi domain activities on a daily basis.

- Perform market research
- Create presentations, as assigned
- Provide customer service as first point of contact
- Address employees administrative queries
- Performed publishing and editing tasks per blog post as required

### Executive

Consim Info Pvt Ltd (Chennai) · Dec 2009 - Feb 2012

Performed a number of duties, including answering phones, responding to customer questions, and assisting with customer issues.

- Ensured the customer complaints and concerns are handled in an efficient and timely manner.
- Collected feedback from the customer over their shopping experience and collate & share the same with the reporting manager
- Updated daily / weekly reports on customer feedback and key escalations
- Maintained / updated necessary reports and spreadsheets on CRMs and other reporting tools.

## EDUCATION

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**Bachelor of Business Administration**  
Retail Managment | TNOU 2015

## RECENT CERTIFICATIONS

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IBM Data Analyst Professional Certificate  
Google Data Analytics Certificate