DIEGO PEREZ

Data Analyst Intern

✉ diego.perez@email.com
📞 (123) 456-7890
📍 Ann Arbor, MI
in LinkedIn

EDUCATION

B.S.
Data Science
University of Michigan

📅 August 2020 - current
📍 Ann Arbor, MI

SKILLS

- MySQL
- Tableau
- SAS
- Python
- Amazon Web Services (AWS)

HOBBIES

- Open-source contributions
- Dashboard development
- Information design

CAREER OBJECTIVE

With prior experience in data analytics and knowledge in MySQL, SAS, and Python, I'm seeking a data analyst internship at Thomson Reuters. Eager to combine my strong technical skills and appreciation for journalism to contribute to the company's position as a trusted source of information.

WORK EXPERIENCE

Waiter

Zingerman's Deli

📅 January 2021 - current   📍 Ann Arbor, MI

- Received positive feedback on customer surveys for friendliness and efficiency to help boost repeat customers by 17%
- Trained 5 new waitstaff, contributing to a 27% increase in overall team efficiency
- *Maintained a complaint resolution rate of 93%* by resolving customer complaints promptly and effectively
- Ensured cleanliness and hygiene of the dining area, leading to a consistently high health inspection score

PROJECTS

TravelTrack

Travel Data Analyst

📅 March 2022 - current

- Helped users understand and improve their travel trends by using Tableau to create visually engaging dashboards
- Developed machine learning models to predict future travel spending and *increased forecast accuracy by 31%*
- Used Python to automate routine data processing tasks that saved an estimated 20 hours of manual work per week
- Improved service quality via a SAS-based advanced data model that identified key factors affecting customer satisfaction

Recomendify

Project Manager

📅 January 2021 - February 2022

- Led a team of 10 classmates to successfully develop and launch the Recomendify engine that improves product recommendations
- Implemented Agile project management methodologies, resulting in a *34% increase in project delivery speed*
- Facilitated communication between technical and non-technical stakeholders to improve project understanding and alignment
- Enhanced project tracking and reduced project overruns by employing Tableau to visualize project timelines and resources