Melissa Cavazos | Program Analyst

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Professional Summary

Leveraging analytical and data management expertise, I excelled in utilizing data to drive decision-making and improve operational efficiency. My proficiency in data analysis, visualization, and stakeholder engagement aligns well with the Data Analyst role, where I aim to contribute my skills to enhance data-driven processes and optimize outcomes for the organization.

LiveOps Consultant - Teleservice Analytics

March 2016 - March 2022

- Utilized data analysis techniques (such as SQL, Python, and R) to identify trends, patterns, and correlations within complex data sets.
- Developed and implemented automated reporting systems to provide real-time insights and improve decision-making.
- Created interactive visualizations using Power BI and Tableau to present data findings and support stakeholder comprehension.
- Enhanced data accuracy and reliability through data scrubbing, validation, and error prevention strategies.
- Collaborated effectively with cross-functional teams to gather requirements, translate technical insights, and drive data-informed decisions.
- Mentored junior analysts, promoting knowledge transfer and ensuring adherence to best practices.
- Monitored project progress, identified risks, and implemented strategies to ensure timely and efficient execution.

Education

Eastern University, St. David, PA.
MA, Data Science
2023-10-15 - 2024-08-28

Skills

- Great Communication
- Detail and Goal Oriented
- Committed and Loyal

Certifications

- Python Programming
- IBM Cloud Computing
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