



# MICHAEL BELL

## PROFESSIONAL PROFILE

I am a driven and thorough data analyst who maintains both a big-picture perspective as well as an attention to detail. I strive to leverage the data around us to contribute to better understanding our world and overcoming our shared challenges. My strengths are identifying knowledge gaps; developing corresponding research questions and investigation methodologies; interpreting the collected data into actionable insights; then communicating the findings to a variety of audiences.

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 [github.com/michaelbell1011](https://github.com/michaelbell1011)

## KEY SKILLS

### Programming:

Python, SQL, MongoDB, SPSS, R,  
JavaScript, HTML, CSS, VBA

### Big Data & BI:

Clarabridge, Machine Learning,  
Google Analytics, Tableau, Looker

### Organization:

Git, SVN, Microsoft Office Suite,  
G Suite, Salesforce, Netsuite

### Research:

Hypothesis Testing, Statistics,  
Data Analysis, Survey Design

## WORK EXPERIENCE

### RESEARCH ANALYST - VOICE OF CUSTOMER

***Indeed, Inc. // Austin, Texas // May 2019 to date***

Analyzed client feedback to surface top pain points to internal stakeholders.  
Collaborated with other teams by supporting their projects with data and insights.  
Helped implement and manage NLP power-tool Clarabridge as a top administrator.  
Maintained and added automation to weekly and monthly recurring NPS reports.

### DATA SCIENCE INTERN

***Kony, Inc. // Austin, Texas // July 2018 - May 2019***

Contributed to design and implementation of machine learning enhancements to chatbots.  
Researched applications of machine learning techniques such as natural language processing, classification systems, and recommendation systems.  
Trained on Salesforce's Einstein data analytics & AI platform.

### RESEARCH AND ANALYSIS ASSOCIATE

***GradLeaders, Inc. // Austin, Texas // July 2015 - May 2018***

Managed collection of survey data, conducted analyses, and presented findings.  
Provided thought leadership in the design and implementation of a new product.  
Provided research consultations and managed client relations.  
Created customized survey for clients to fit their reporting needs.

### RESEARCH AND ANALYSIS INTERN

***CSO Research, Inc. // Austin, Texas // Oct. 2014 - July 2015***

Created customized surveys for clients incorporating methodological best practices.  
Cleaned and analyzed survey data and presented findings.  
Managed client relations.

### RESEARCH INTERN

***Media Science Research Labs LLC // Austin, Texas // Sept. 2013 - Oct. 2014***

Interacted directly with research participants.  
Managed the research experiments and data collection.  
Increased knowledge of psychophysiological research.  
Cleaned and prepared research data for analysis.

## EDUCATION

### Certification

**Data Analysis and Visualization**  
THE UNIVERSITY OF TEXAS  
Austin, Texas  
July 2018 - December 2018

### Master's Degree

**Psychological Research**  
TEXAS STATE UNIVERSITY  
San Marcos, Texas  
August 2013 - May 2015

### Bachelor's Degree

**Psychology, English Minor**  
TEXAS STATE UNIVERSITY  
San Marcos, Texas  
August 2009 - December 2012