Tianen Cheng

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Summary

Analytics Engineer with 3+ years of experience designing enterprise-grade Tableau dashboards and automating workflows using Alteryx, SQL, and Power Platform. Known for optimizing executive reporting processes across 20+ departments and coaching cross-functional teams in data literacy. Expert in streamlining analytics processes, automating manual tasks, and enabling business self-service through training and system optimization. Strong communicator, fast executor, and proven cross-functional collaborator.

Technical Skills

- Tableau, Tableau Server, Alteryx Designer, Power Automate, Power Apps, Copilot Studio, SQL, Python, AWS, Agile Scrum, Jira, Data Visualization, Data Warehouse, Business Intelligence, Excel

Experience

Alcon
Oct 2022 - Present
Principal Analytics Solution Engineer (Progressive Roles)
Warsaw, Mazowieckie, Poland

- Engineered robust ETL pipelines using **SQL** and **Python**, integrating large-scale AWS datasets with **Google BigQuery** like tool such as AWS **Athena** and **Redshift** into optimized data structures for Tableau dashboards, ensuring **data** quality and reducing manual data preparation by 85%.
- Developed and maintained 30+ high-impact **Tableau dashboards** for C-suite and 20+ departments, tracking critical **metrics** like user engagement and operational performance, enhancing **data-driven** decision-making by 30%.
- Collaborated with **cross-functional teams**, including product and growth, to translate business questions into actionable insights, delivering data stories that guided strategic decisions.
- Automated data workflows to ensure seamless synchronization across systems, improving data reliability and reducing processing time by 40%.
- **Led** a 3-member **Agile analytics team**, fostering ownership and achieving 100% on-time delivery of analytical solutions across 5+ departments.
- Facilitated 10+ cross-functional workshops, empowering non-technical stakeholders to leverage dashboards and increasing analytics proficiency by 30%.

Tableau Server Administrator (Dual Role)
Warsaw, Mazowieckie, Poland

- Administered **Tableau Server infrastructure** supporting enterprise-wide BI operations; ensured 99.9% uptime and optimized for performance, scalability, and security.
- Developed and implemented governance protocols and best practices, reducing dashboard-related support tickets by 30% and improving deployment consistency.
- Advised 15+ developers and analysts on performance tuning, resulting in up to 50% faster dashboard load times and improved user experience.

Abeka
Jul 2018 - May 2021
International Affairs Analyst
Pensacola, Florida, United States

- Leveraged interactive **Tableau** dashboards to track international shipping performance and vendor KPIs, enabling data-driven decisions that improved supply chain transparency and accountability.
- Analyzed COVID-era shipping delays across global markets and restructured vendor processes, increasing delivery efficiency by 50%.
- Managed relationships with 10+ global logistics partners, resolving cross-border shipment delays and maintaining uninterrupted supply chain operations.

Certifications

- **Alteryx Designer Core Certified**: https://www.credly.com/badges/69d2845b-72f6-4188-a4f6-1fc6f39f5f6e/public_url
- **IBM: Python for Data Science, AI & Development**: Credential ID: F9RJZ8PDDRAW

Education

SGH Warsaw School of Economics
Sep 2021 - Jul 2023
Master of Science - MS, Big Data - Advanced Analytics
Warsaw, Poland

Pensacola Christian College
Aug 2017 - May 2021
Bachelor of Education - BEd, Youth Ministry
Pensacola, Florida

Languages

- English (Native), Chinese (Native)