# Qayum J. Miller

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## Professional Summary

Data Analyst with 3+ years of experience delivering actionable insights through advanced analytics. Proficient in SQL, Python, and visualization tools like Power BI and Tableau. Spearheaded projects that enhanced business decision-making, such as building dashboards that increased stakeholder insights by 20% and predictive models that boosted customer retention by 10%. Adept at collaborating with cross-functional teams to drive data-driven strategies.

## Skills

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| Technical Skills: |
| * Programming & Analysis: SQL, T-SQL, Python (pandas, NumPy, matplotlib) |
| * Visualization Tools: Power BI, Tableau |
| * Data Management: Data Modeling, Normalization |
| * Office Tools: Advanced Excel (Pivot Tables) |
| Analytical Expertise: |
| * Data Cleaning, Transformation, and Visualization |
| * Predictive Analytics and Statistical Analysis |
| * KPI Metrics Development and Automation |
| Soft Skills: |
| * Analytical and problem-solving abilities |
| * Effective communication and collaboration |
| * Stakeholder engagement and adaptability |

## Professional Experience

### Caterpillar Heavy Machines | Data Analyst | January 2023 – Present)

* Designed and deployed dynamic Power BI and Tableau dashboards, synthesizing data from 5+ sources to optimize stakeholder decision-making, leading to a 20% increase in actionable insights.
* Built predictive models in Python using pandas and NumPy, delivering accurate forecasts of customer trends, increasing retention rates by 10%.
* Produced executive-level parameterized reports in Power BI, influencing three major strategic initiatives and enhancing data accessibility for senior leadership.

### Airbnb | BI Developer | January 2022 – January 2023)

* Analyzed large datasets to identify booking trends and guest behaviors, delivering actionable insights that improved marketing and operational strategies.
* Created automated Tableau dashboards to monitor key performance metrics, enhancing data visibility and reducing reporting time by 25%.
* Developed predictive models in Python, achieving 90% accuracy in forecasting occupancy rates, driving resource optimization in high-demand markets.

### Costco Wholesale | Operations Supervisor/Manager | August 2010 – December 2021)

* Directed and trained a team of 20 employees in a high-volume retail environment, driving a 25% improvement in operational efficiency.
* Applied lean principles to optimize inventory processes, reducing waste by 15% and contributing an annual profit boost of $50K.
* Reengineered point-of-sale workflows, introducing process optimizations and targeted staff training that cut customer wait times by 20%.
* Created Excel-based performance tracking systems, enhancing productivity metrics by 30% and minimizing reporting errors.

## Education

Syntax Technologies: Certificate in Data Analysis and Business Intelligence

Mountain View High School: Advanced High School Diploma

## Certifications

* SQL for Data Analysis
* Python for Data Analysis
* Tableau Specialist
* Power BI Fundamentals