

# Nelson Kwan

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## Data Analyst - Business Analyst

SQL - Power BI - Microsoft Excel

## EXPERIENCE

### Business Data Analyst – Immigration Services

Apr 2022 – May 2023

*Fragomen, Del Rey, Bernsen and Loewy LLP*

*San Francisco, CA*

- Conducted EDA and A/B testing to uncover user behavior patterns, reducing process bottlenecks by 15% and informing improvements to internal reporting tools
- Compiled and analyzed immigration case metrics using Excel to produce detailed reports on SLA adherence, case bottlenecks, and processing trends, improving visibility for internal teams and external stakeholders
- Developed and optimized data pipelines using Excel and internal tools, streamlining cleaning and validation processes to improve processing speed by 27% and reduce errors
- Partnered with analysts, attorneys, and stakeholders to translate complex data requirements into scalable BI solutions, increasing reporting efficiency and decision-making accuracy
- Onboarded and trained 5 new analysts over 6 months, reducing average ramp-up time by 30% through standardized documentation, hands-on training, and process walkthroughs

### Desktop Technician

Sep 2021 – Feb 2022

*Sutter Health*

*San Francisco, CA*

- Utilized Excel (pivot tables, VLOOKUP, conditional formatting) to track deployment metrics for Windows 10 rollouts across the Bay Area, improving software deployment tracking efficiency by 17%
- Assisted the IT team in diagnosing and resolving hardware and software issues on end-user devices, documenting resolutions and recurring problems in a centralized SharePoint to support knowledge sharing and reduce repeat incidents

## PROJECTS

### Statify : Spotify Power BI Dashboard 2025 | *source from Kaggle dataset "Top Spotify Songs 2023"*

- Transformed raw JSON data into a clean data model using Power Query and DAX, enabling drill-down analysis of song performance across time, region, and listener demographics
- Designed and developed an interactive Power BI dashboard visualizing Spotify streaming history, featuring dynamic slicers, time-series analysis, and KPI cards to track listening trends, top artists, and most-played songs

### Analytic Arcade : Board Game Power BI Dashboard 2025 | *source from Kaggle dataset "Board Games Dataset"*

- Built an end-to-end Power BI dashboard showcasing product sales and profitability by region, customer segment, and time period, using DAX measures, slicers, and multi-layered visuals to support executive-level decision-making
- Transformed raw sales data into a clean, analyzable model using Power Query and DAX; created dynamic bar charts, line graphs, heatmaps, and KPIs to visualize sales trends, seasonal trends, and product performance metrics

### Excel to Power BI : SQL/BI YouTube Data Project 2024 | *source from Kaggle dataset "Top 100 Social Media..."*

- Built KPI dashboards and interactive reports in Power BI with drill-downs, cross-filtering, and ad-hoc capabilities for executive reporting and data storytelling
- Analyzed key metrics including engagement rates, ROI projections, and potential audience reach to deliver actionable insights that improved campaign efficiency and strategic planning

### Toman Bike Share : SQL/BI Data Project 2024 | *source from UCI Machine Learning Repository - "Bike Sharing Dataset"*

- Developed an end-to-end ETL pipeline with advanced SQL (CTEs, CASE, CAST, GROUP BY, UNION) to transform and validate large datasets
- Created self-service Power BI dashboards with DAX measures, slicers, bar/line charts, and tree maps to visualize revenue trends, profit distribution, sales metrics, engagement, and demographic trends
- Conducted exploratory data analysis (EDA) to uncover seasonal patterns, correlations, and outliers, enhancing feature engineering and decision-making

## EDUCATION

### University of California, Davis

Davis, CA

*Bachelor of Science in Managerial Economics w/ an Emphasis in Business Economics*

*2020*

## SKILLS AND TOOLS

### Certifications

- Google Data Analytics Professional Certificate
- Brandon Southern Analytics Mentor

### Technical Skills/Tools

- SQL, PostgreSQL, MySQL, Microsoft SQL Server, SQL Server Management Studio (SSMS), Google Cloud SQL, Tableau, Power BI, Microsoft Excel, Python, Pandas, NumPy, Matplotlib, Seaborn, Google Sheets, R