

# Jackson Carmichael

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## Business Intelligence Analyst

Experienced Business Intelligence Analyst with 4 years of success in developing and implementing data-driven solutions to drive business growth. Proven track record in reducing churn rate by 10%, increasing data-driven decision making by 15%, and reducing data-related errors by 25%. Skilled in predictive modeling, data visualization, and collaborating with cross-functional teams to achieve organizational goals.

### WORK EXPERIENCE

Business Intelligence Analyst03/2022 – Present

DataWise Solutions

- Developed and implemented a predictive model to forecast customer churn, resulting in a 10% reduction in churn rate and a 5% increase in customer retention.
- Collaborated with cross-functional teams to design and implement a new data governance policy, ensuring data accuracy and integrity and reducing data-related errors by 20%.
- Developed and maintained a suite of reports and dashboards to track key performance indicators (KPIs), resulting in a 15% increase in data-driven decision making across the organization.

Data Warehouse Developer03/2020 – 03/2022

TechLogic Innovations

- Designed and developed a new data warehouse to support business intelligence initiatives, resulting in a 30% increase in data accessibility and a 25% reduction in data processing time.
- Developed and implemented a machine learning algorithm to identify fraudulent transactions, resulting in a 50% reduction in fraud-related losses.
- Collaborated with stakeholders to identify and prioritize business intelligence initiatives, resulting in a 20% increase in project success rate and a 10% increase in team efficiency.

Data Analyst03/2019 – 03/2020

DataSphere Analytics

- Analyzed and interpreted customer data to identify trends and patterns, resulting in a 15% increase in customer satisfaction and a 10% increase in customer retention.
- Developed and maintained a suite of data visualizations to support data-driven decision making, resulting in a 20% increase in data accessibility and a 15% increase in data-driven decision making across the organization.
- Developed and implemented a new ETL process to ensure data accuracy and integrity, reducing data-related errors by 25% and improving overall data quality by 20%.

### SKILLS & COMPETENCIES

- Data analysis and interpretation
  - Predictive modeling
  - Machine learning algorithms
  - Data visualization
  - Data warehousing
  - ETL processes
  - Data governance
  - Cross-functional collaboration
  - KPI tracking and reporting
  - Customer trend analysis
  - Fraud detection
- Stakeholder engagement
  - Project prioritization
  - Team efficiency
  - Data-driven decision making
  - SQL
  - Python
  - R programming
  - Tableau
  - Power BI
  - Microsoft Excel

### COURSES / CERTIFICATIONS

Microsoft Certified: Data Analyst Associate05/2023

Microsoft

Tableau Desktop Specialist Certification05/2022

Tableau Software

IBM Certified Data Architect – Big Data05/2021

IBM

### EDUCATION

Bachelor of Science in Business Intelligence and Analytics2016 – 2020

Saint Joseph's University

Philadelphia, PA

Business Intelligence and Analytics

Data Management