

HARPER LONG

Junior Data Analyst

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☎ (123) 456-7890

📍 Hopkinton, MA

🌐 [LinkedIn](#)

WORK EXPERIENCE

Junior Data Analyst

Dell Technologies

📅 2024 - current 📍 Hopkinton, MA

- Created and managed real-time dashboards in Tableau, **tracking KPIs for 54 clients** across 13 countries
- Automated data extraction, processing, and reporting for 36 weekly client reports using Power Query in Excel
- Participated in monthly performance review meetings, presenting findings and actionable insights to leadership
- Collaborated on automating data pipelines in Azure Databricks, expediting data processing by 22 hours/month

Data Technician

LogMeIn

📅 2022 - 2024 📍 Boston, MA

- Developed PivotCharts in Excel to visualize support ticket trends, identifying recurring issues for 104 support agents
- Employed dplyr in R to clean and manipulate large datasets, streamlining data workflows for 29 projects
- Maintained a centralized SharePoint site, facilitating efficient data sharing and document storage
- Optimized data visualizations in Power BI, enabling stakeholders to **monitor system health for 16K users**

Data Entry Clerk

Massachusetts General Hospital

📅 2019 - 2022 📍 Boston, MA

- Entered and verified 10,428 patient records into internal databases using T-SQL queries, sustaining confidentiality
- Brainstormed statistical visualizations of over 10,986 hospital data points using Matplotlib, informing trends in patient care
- Investigated and **resolved 182 instances of data discrepancies** together with the IT department, ensuring patient records were accurate and up-to-date
- Managed data import and export processes via Azure Data Lake, facilitating seamless access to health data for analysis across 11 departments

EDUCATION

Bachelor of Arts

Data Science

Boston University

📅 2018 - 2022

📍 Boston, MA

SKILLS

- SharePoint
- Azure Databricks
- Tableau
- PivotCharts
- dplyr
- Matplotlib
- Azure Data Lake
- Power Query
- T-SQL
- Power BI