

# Ella Fan

DATA ANALYST

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*"Make correct and data-proved decision, turn data into profits."*

## Summary

Thorough and meticulous Data Analyst passionate about helping businesses succeed. Recipient of a Bachelor's degree and professional certification in finance and data analysis. Possessing strong technical skills rooted in substantial training in BCIT Applied Data Analyst Program.

## Skills

### Data Management

- Relational databases (SQL Server), Math (statistics and probability), Regression analysis
- Data mining, Database design and management, Business intelligence (BI), Data warehousing, SSAS, SSRS

### Computer Science

- Advanced Microsoft Excel functions, Tableau, Python (Pandas, Matplotlib, NumPy, SciPy), R (RStudio), MS Project
- Office Automation (OA), Customer Relationship Management (CRM)

### Soft Skills

- Logic and analysis, Problem-solving and troubleshooting, Pattern and trend identification, Efficiency
- Clear writing and report writing, Critical thinking, Attention to detail, Decision-making, Teamwork & collaboration

## Work Experience

### ITalkBB Canada Inc.

BUSINESS ANALYST

*Richmond, BC*

*Jul. 2019 - Now*

- Created pivot tables and charts to achieve analytical goals.
- Designed, recorded and executed macros to automate data entry inputs.
- Increased customer satisfaction rates through CRM system for marketing team.
- Utilized an OA system to gather data for work orders and coordinated plans for 30 employees.

### Volkswagen Finance.

CREDIT/DATA ANALYST

*Jan. 2013 - Jun. 2015*

- Completed dealer's financial analysis and converted data into actionable insights.
- Used SQL & Advanced Excel to track and analyze sales, industry rankings and payment records data.
- Developed key risk indicators to monitor financial risks and decreased costs by 8%.
- Utilized Tableau, and SSRS dashboard/visualization tools for data intelligence and analysis.

## Certificates

### SAS ADVANCED

2016 **SAS Certified Base/Advanced Programmer for SAS 9,**

## Education

### BCIT(British Columbia Institute of Technology)

APPLIED DATA ANALYTICS WITH DISTINCTION: CERTIFICATE, GPA 88%

*Vancouver, BC*

*Jun. 2016 - Jul. 2019*

- COMP 2256 - Visual Analytics for Business Intelligence with Tableau.
- MATH 3060 - Advanced Statistical Techniques for Data Analytics (Grade: A+ 96).
- COMP 3838 - Data Warehouse Foundations for Business Intelligence (Grade: A 92).
- COMP 4679 - Business Intelligence with SSRS, SQL Server Reporting Services (Grade: A 93).
- COMP 4681 - Business Intelligence with SSAS, SQL Server Analysis Services (Grade: A+ 97).
- COMP 1288 - IT Project Management. MATH 1060 - Statistics for Data Analysis.
- COMP 3704 - Applied IT Security Fundamentals. COMP 1630 - Relational Database Design and SQL.
- COMP 3840 - Introduction to Big Data and Hadoop. COMP 2831 - Business Analysis and Systems Design.
- COMP 3839 - Data Quality Improvement (Grade: A 92). COMP 2362 - Microsoft Excel Advanced (Grade: A 93).
- COMP 2854 - Data Analytics Fundamentals (Grade: A+ 96). COMP 4254 - Advanced Topics in Data Analytics (Grade: A 91).

### NKU(Nankai University)

B.S. IN FINANCE