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|  |  | **Michael** Evans  Junior Data Analyst  m.evans@mail.ltd | +1 987 654 3210 | linkedin.com/in/example-evans | |
| **Skills**   * Analysis * Visualization * Problem-solving * Communication * Organization * Python * SQL * Research   **Technical Skills**  Data Cleaning & Transformation  Statistical Analysis  Visualization (Tableau, Power BI)  Python (Pandas, NumPy)  SQL Query Writing  **Languages**  English - Advanced  German - Intermediate  French - Basic  Spanish - Basic  **Interests**  Data Visualization Techniques  AI and Machine Learning  Hiking and Outdoor Adventures |  | **Professional Experience**  CUSTOMER SERVICE SPECIALIST  BrightPath Solutions | 07/2022 - 12/2025   * Utilized customer feedback to design efficient workflows, reducing support resolution time by 25%. * Developed a reporting tool using Excel to track key customer service metrics, leading to a 15% increase in customer satisfaction scores. * Co-led a project to implement CRM software, training a team of 20 employees.   INTERN - DATA ANALYTICS  AnalyzeIt Consulting | 01/2022 - 06/2022   * Cleaned and analyzed client datasets to identify trends and anomalies. * Prepared visual reports for team presentations, earning praise for clarity and precision. * Contributed to data pipeline automation, reducing manual work by 30%. | |
|  | **Certifications** |  |
|  | Google Data Analytics Certificate  Advanced SQL for Data Analysis  Excel for Business Analytics | Coursera, 06/2024  DataCamp, 09/2024  Udemy, 03/2023 |
|  | **Education** |  |
|  | BA in Communications and Business Studies  University of Leeds | 09/2018 - 06/2022 |
|  | MSc in Data Science  University College London (UCL) | 09/2023 - 09/2025 |