

**DIEGO PEREZ**

*Data Analyst Intern*

[diego.perez@email.com](mailto:diego.perez@email.com)

(123) 456-7890

Ann Arbor, MI [LinkedIn](https://linkedin.com/)

**EDUCATION**

B.S.

Data Science

University of Michigan August 2020 - current Ann Arbor, MI

**SKILLS**

MySQL

Tableau SAS

Python

Amazon Web Services (AWS)

**HOBBIES**

Open-source contributions

Dashboard development Information design

# CAREER OBJECTIVE

With prior experience in data analytics and knowledge in MySQL, SAS, and Python, I'm seeking a data analyst internship at Thomson Reuters. Eager to combine my strong technical skills and appreciation for journalism to contribute to the company's position as a trusted source of information.

# WORK EXPERIENCE

## Waiter

### Zingerman's Deli

January 2021 - current Ann Arbor, MI

Received positive feedback on customer surveys for friendliness and efficiency to help boost repeat customers by 17%

Trained 5 new waitstaff, contributing to a 27% increase in overall team efficiency

***Maintained a complaint resolution rate of 93%*** by resolving customer complaints promptly and effectively

Ensured cleanliness and hygiene of the dining area, leading to a consistently high health inspection score

# PROJECTS

## TravelTrack

### Travel Data Analyst

 March 2022 - current

Helped users understand and improve their travel trends by using Tableau to create visually engaging dashboards

Developed machine learning models to predict future travel spending and ***increased forecast accuracy by 31%***

Used Python to automate routine data processing tasks that saved an estimated 20 hours of manual work per week Improved service quality via a SAS-based advanced data model that identified key factors affecting customer satisfaction

## Recomendify

### Project Manager

 January 2021 - February 2022

Led a team of 10 classmates to successfully develop and launch the Recomendify engine that improves product recommendations

Implemented Agile project management methodologies, resulting in a ***34% increase in project delivery speed*** Facilitated communication between technical and non-technical stakeholders to improve project understanding and alignment Enhanced project tracking and reduced project overruns by employing Tableau to visualize project timelines and resources