CHARLOTTE HARRIS

Data Reporting Analyst





PROFESSIONAL SUMMARY

Analytical professional specializing in data reporting with two years of hands-on experience in transforming complex data into actionable insights. Proficient in utilizing advanced reporting tools and techniques to enhance operational efficiency. Committed to delivering precise and timely analyses that drive informed decision-making and support business objectives.

WORK EXPERIENCE

Data Reporting Analyst

Apr/2024-Ongoing

耳 Santa Monica, CA

Pineapple Enterprises

- 1. Monitored call flow to optimize agent performance and enhance customer service.
- 2. Analyzed call volume data to identify trends and improve service levels.
- 3. Worked with clients to ensure seamless integration of technology and service delivery.
- 4. Developed and maintained reports to track staffing metrics and performance.
- 5. Provided support to agents by addressing escalated inquiries and resolving issues.
- 6. Conducted training sessions for agents to enhance service quality.
- 7. Performed data analysis to support operational improvements in call center processes.

Data Reporting Analyst

Mar / 2023-Apr / 2024

Lakeside Apparel Co

Thicago, IL

- 1. Analyzed complex clinical data to derive insights and enhance reporting accuracy using SAS and SPSS.
- 2. Processed data for statistical reporting, delivering actionable insights to senior management.
- 3. Generated regular and ad hoc reports in SQL and Excel, ensuring timely delivery of information.
- 4. Designed a headcount tracking system that improved workforce management efficiency.
- 5. Reduced technical escalation incidents by 70% through proactive maintenance and support.
- 6. Produced daily data reports to streamline call center operations and enhance client interactions.

EDUCATION

Bachelor of Science in Data Analytics

University of Data Science

▼ Toronto, ON

Focused on data analysis, statistical methods, and data visualization techniques.

SKILLS

Advanced Data Analysis Using Sas

Statistical Analysis With Spss

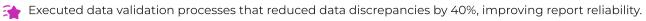
Data Integration With Ssis

Java Programming For Data **Applications**

ACHIEVEMENTS



Developed a comprehensive dashboard that consolidated key performance metrics, enhancing visibility for management.



Collaborated with cross-functional teams to identify and implement data-driven strategies that increased operational efficiency.