AMEET SANDHU

18108 170th PL SE **|** Renton, WA 98058 **|** (425) 533-8550 **|** ameetsandhu@gmail.com

OBJECTIVE

Obtain a Data Analyst Position that utilizes my analytical problem-solving skills to provide valuable insights that support reported trends.

SUMMARY OF QUALIFICATIONS

- 2 years of experience generating visualization BI reports and KPIs as it relates to Hardware Service Requests within Windows and Devices Group at Microsoft.
- 3 years of experience as Data Analyst in gathering and reporting on data from SQL Servers.
- Demonstrated ability to use Python and R programming languages for statistical analysis on large data sets to estimate population parameters from master's level coursework at Oregon State University.
- Strong T-SQL skills using joins, tables, views, and stored procedures. Advanced reporting in SQL Server Reporting Services and ability to apply concepts to real-world problems. Setup stored procedures in OLTP.
- Database management skills used to effectively mine, organize, and clean data developed from SQL Server specialization for Business Intelligence.
- Proven quantitative skills developed from statistics and engineering mathematics courses at University of Washington.
- Understanding of Data Modeling and Database designs of SQL Servers with proven certification.
- Trained Commercial Tier 1 and Super User agents through onboarding process as it pertains to the step by step technical Surface hardware troubleshooting guide and trained those Super Users on how to use Hardware Serial Variance tools.
- Strong customer service experience acquired from past customer facing positions, Tier 3 Hardware Microsoft. Excellent communication skills both written, and verbal developed from past roles.

Technologies & Tools
- Programming/Scripting – T-SQL, Python, R
- Database Applications – SQL Server Management Studio, SQL Server Data Tools, MS Visual Studio, MS Excel
- Visualization Software – MS Power BI

EDUCATION & CERTIFICATION

Oregon State University, Ecampus
Master of Science in Data Analytics (expected January 2020)

University of Washington, Seattle WA
SQL Server Essentials for Developers Certificate (completed August 2017)

University of Washington, Seattle WA
Bachelor of Science in Engineering (completed June 2011)

RELATED WORK EXPERIENCE

Data Analyst, Windows and Devices Group   Feb. 2017 – Feb 2018
TEKsystems, Microsoft Corporation, Issaquah WA
- Worked closely with CARE Supportability to identify and correct emerging issues of breakpoints in the supply chain hardware repair process to improve existing KPIs
- Applied SQL queries to Repair Order Database to generate dashboards using Power BI which depict the volume of work by Tier 1 and Tier 3.
- Created visualizations which represented the scope of work and any emerging trends within the supply chain for all Surface and Xbox repair orders.
- Extracted data from all Technical Service Requests. Created a dashboard of the most common Service Requests being worked, calculated average time to close cases and other relevant metrics. Reached out to Tier 1 managers

to inform them of this data and worked with them to ensure the call centers have resources to solve these without hesitation.

- Performed case scrubs and auditing of Hardware Service Orders to determine accuracy of the Consumer Devices Support KPIs Reports.
- Created Monthly Budget Report summaries relating to top issues/drivers for consumer / commercial Xbox, Surface and Tier 3 escalated cases. Quantified all Tier 3 volume for improved incident management.
- Audited all Tier 1 sites for usage of specific Tier 3 tools. Report summaries were generated in Power BI.

Tier 3 Escalations Analyst, Windows and Devices Group   Mar. 2016 – Jan. 2017
TEKsystems, Microsoft Corporation, Issaquah WA

- Interacted with customers via phone and email while documenting issues for further analysis by the business.
- Troubleshooted customer issues with MS devices (MS Surface and Band) of unresolved hardware and software issues. Updated Tier 1 and Tier 3 documentations for those undocumented/unclear Troubleshooting steps to the Internal Landing Page.
- Troubleshooted customer issues involving shipping/logistics, returns/exchanges, and warranty disputes.
- Offered Tier 1, Super Users, and Offline Site Leads guidance to how to resolve escalated support cases by providing approvals for refunds, SKU order creation and other exceptions.
- Compiled those higher severity Technical Bugs escalated through our support channel to Serviceability Engineers and assisted team with repro steps.
- Commended for dedication to providing high level customer service and responding quickly to technical issues to ensure customer satisfaction.
- Offered Tier 1, Super Users, and Offline Site Leads guidance to how to resolve escalated support cases by providing approvals for refunds, SKU order creation and other exceptions.

Data Analyst   Jun. 2015 – Jan. 2016
500 Realty, Tacoma WA

- Inputted customer feedback questionnaire into spreadsheet and storage server.
- Performed exploratory analysis from the questionnaire spreadsheet to identify demographics of the customer for marketing campaigns.
- Installed in-house storage servers which maintained secure company data. Setup server in Windows environment allowing easy access points to those managers with data protection and automation. Developed and Setup the database logical and physical design.
- Created customer profiles for potential buyer and sellers, updating their current statuses.
- Presented findings regarding trends observed with the new house listings and customer's preferences.

Production and IT Technician   Jun. 2013 – Jun. 2015
South Fraser Broadcasting., Ferndale WA

- Maintained the office computers and networking equipment.
- Operated the broadcast studio to integrate voice tracks, music, and commercials in compliance with the station program log and standard broadcast practice.
- Filed CDs, and maintained the studio area in professional manner
- Performed other station work such as filing, pulling, ripping discs
- Maintained stations public inspection file as required by FCC.
- Scheduled replacements for missing programs, sports and fillers; alter the broadcast schedule for national emergencies or late breaking news.

REFERENCES

References are available upon request