

Emily Zhang

Data Analyst

Contact

London

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github.com/emily-zhang-example

Skills

- Turning a business question into an analysis
- Data cleaning and quality checks
- Dashboards and data visualisation
- Plain-language presentations

Tools

- SQL (SQL Server, BigQuery)
- Python (pandas)
- Power BI and Excel
- Git

Profile

Data analyst with three years in a retail bank's customer insight team. Writes SQL and Python to clean and join customer data, builds Power BI dashboards that managers use every week and explains findings in plain language. Economics graduate. Looking for a data analyst role in a product or operations team.

Experience

Data Analyst

Thamesgate Bank, London · September 2023–present

- Built the weekly complaints dashboard in Power BI, now used by 40 managers to track volumes and response times.
- Found that 30% of complaints came from one confusing letter; the rewrite cut those complaints by half.
- Write SQL to join customer, product and contact data, and Python scripts to check data quality before each release.
- Present monthly findings to the customer experience committee.

Junior Analyst

Thamesgate Bank, London · 2022–2023

- Automated three monthly Excel reports with SQL and Python, saving about two days of work a month.

Education

BSc (Hons) Economics, 2:1, with a module in econometrics

City Riverside University · 2019–2022