

Emily Zhang

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Ms Laura Kemp
Head of Operations Analytics
Brightwater Home Energy
120 Bishopsgate
London EC2N 4AG

Dear Ms Kemp

Application for Data Analyst, Operations (ref. BHE-DA-31)

I am applying for the Data Analyst role in your operations team. I have three years' experience in a retail bank's customer insight team, where I use SQL, Python and Power BI to answer questions from managers across the business.

When I built our weekly complaints dashboard, I found that 30% of complaints came from a single letter customers found confusing. I took the evidence to the team that owns the letter, they rewrote it, and complaints about it fell by half. The dashboard is now used by 40 managers every week.

I write SQL to join customer, product and contact data, check data quality with Python before each release, and present findings to our customer experience committee each month in plain language. I would like to use the same skills on operational data, where the questions are about getting a job done faster for the customer.

I handle customer data in line with the bank's data protection and information security rules. My CV and examples of my work are attached, with a link to my GitHub. Thank you for considering my application.

Yours sincerely

Emily Zhang