

# Tauni Dahlem

Analytics Manager

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☎ (938) 456-5679

📍 Manchester, NH

## Education

### Bachelor of Science in Analytics and Data Science at Dartmouth College, Hanover, NH

Aug 2016 - May 2020

Relevant Coursework:  
Computing and Data Analysis,  
Probability and Statistics,  
Database Management, Machine  
Learning, and Data Visualization.

## Links

[linkedin.com/in/taunidahlem](https://www.linkedin.com/in/taunidahlem)

## Skills

Data Analysis

Business Intelligence

Statistical Modeling

Data Visualization

Project Management

Machine Learning

Communication

## Languages

English

Hindi

## Hobbies

Data Visualization

Machine Learning

## Profile

I am an experienced Analytics Manager with over 3 years of experience. I have a deep understanding of data analysis, data mining, and data visualization techniques. I have worked closely with management teams to develop and implement data-driven insights and strategies. Additionally, I have extensive experience in developing and managing analytics programs, including data collection, analysis, modeling, and reporting. My experience also includes working with multiple stakeholders to develop, analyze, and interpret complex datasets. I am highly adept in delivering insights that are actionable and meaningful. Overall, I am looking to leverage my expertise to help organizations make data-driven decisions.

## Employment History

### Analytics Manager at IBM, NH

Dec 2022 - Present

- Developed and implemented an analytics strategy for IBM, NH that increased efficiency in data analysis by 20% within the first year of implementation.
- Established a team of 8 data scientists who performed advanced analytics on customer data to identify new opportunities for revenue growth, resulting in a 10% increase in sales.
- Spearheaded the development of a predictive analytics model that improved customer retention by 15%.
- Designed and implemented a dashboard to track KPIs and other performance metrics, allowing executives to make informed decisions quickly and accurately.

### Associate Analytics Manager at Dell Technologies, NH

Aug 2020 - Oct 2022

- Developed an analytics-driven approach to customer segmentation, which resulted in a 4% year-over-year increase in sales to Dell Technologies' NH customers.
- Created and implemented a predictive analytics model that increased customer retention by 6%.
- Developed an advanced analytics platform that enabled the creation of high-value reports and provided insights into customer behaviour, resulting in a 10% improvement in customer satisfaction.
- Developed an automated system for tracking customer data, which reduced manual data entry by 25%.

## Certificates

### Certified Analytics Professional (CAP)

Dec 2021

### Tableau Desktop Specialist Certification

Dec 2019

## Memberships