

YUET CHAN - DATA ANALYST

Charlotte, NC • (704)-832-4483 • chanyuet1993@gmail.com • [LinkedIn](#)

Results-driven data analyst with experience in SQL, Python, Excel, and Tableau for data analysis, reporting, and process improvement. Skilled in analyzing large datasets, developing automated reporting solutions, and translating complex data into actionable business insights. Experienced in building analysis-ready databases, creating data visualizations, and supporting operational decision-making through data-driven solutions. Strong communication and collaboration skills developed through cross-functional work and stakeholder-facing roles.

PROFESSIONAL EXPERIENCE

Escalated Customer Support Team Member

MAY 2024 – Present

Kaleidoscope Learning

Remote

- Troubleshoot and resolve complex customer issues across an e-learning platform serving over 100,000 school administrators, teachers, and students, utilizing SQL queries, database updates and Python.
- Create and customize reports using complex SQL queries, Python scripts, and Excel to support customer decision-making and drive data-informed internal analysis.
- Build strong customer relationships by communicating technical solutions clearly and ensuring timely follow-up on escalated cases.
- Process invoices, receipts, and billing-related inquiries while resolving discrepancies in a timely and professional manner.
- Manage escalated Zendesk tickets, collaborate cross-functionally with engineering teams on product defects, and communicate technical solutions in accessible terms.

Data Analyst (Internship)

JANUARY 2026 – March 2026

Snow Data Science

Remote

- Built an analysis-ready MySQL database in third Normal Form by linking 22,258 residential properties to 51,276 sales records by using SQL and Python for data cleaning, transformation, and analytics.
- Created reliable trend analyses of property price changes over time by area and property type using median-based metrics and statistical analysis.
- Analyzed pricing patterns across key segments, including tenure type and new-build status, while preserving "Unknown" categories to maintain data completeness and reporting accuracy.
- Developed interactive Tableau dashboards and visual reports to communicate market trends and data-driven insights to stakeholders.

Management Trainee

OCTOBER 2023 – May 2024

Keer America

Indian Land, SC

- Assisted with employee training and onboarding initiatives in a manufacturing environment.
- Worked cross-functionally with team members to support operational efficiency and communication.
- Helped coordinate workplace processes and administrative tasks while adapting quickly to new systems and workflows.

Teacher

SEPTEMBER 2021 –

October 2023

ILIM School

Pineville, NC

- Managed communication and relationships with diverse groups of parents, students, and school staff in a fast-paced educational environment.
- Coordinated schedules, student records, and parent-teacher conferences while ensuring excellent customer service.
- Guided students using clear communication, patience, and problem-solving skills.

- Supported operational and administrative functions while balancing multiple responsibilities and deadlines.

EDUCATION

Master of Arts in Public Issues Anthropology

University of Waterloo

WATERLOO, ONTARIO

2016-2018

Bachelor of Arts in Anthropology (with Honors)

University of Waterloo

WATERLOO, ONTARIO

2013 - 2016

SELECTED PROJECTS

Diabetics Readmission Analytics | SQL, Python

- Applied Python for exploratory data analysis and statistical trend identification.
- Analyzed 100,000+ hospital encounter records to identify trends in diagnoses, patient readmissions, length of stay, and treatment outcome.
- Used SQL window functions, CTEs, and aggregations to segment patients by age groups, diagnoses, and medication usage patterns.

UK Real Estate Market Analysis | Excel, SQL, Python, Tableau

- Utilized Excel functions, including CONCAT, to identify and validate duplicate records within large datasets during the data-cleaning process.
- Used Python to clean date fields, extract property addresses and postcodes and prepare raw housing data for analysis.
- Built and structured a relational database in 3NF using multi-year UK property sales and housing datasets to support large-scale market analysis.
- Wrote advanced SQL queries using CTEs, window functions, ranking functions, and median calculations to compare sales activity and pricing changes across postcode regions.
- Analyzed regional housing price trends and market behavior during economic shock periods, including 2008 and 2020.
- Developed Tableau dashboards to visualize housing market trends, regional growth patterns, and sales volume insights.
- Translated complex housing data into clear, data-driven narratives for non-technical audiences.

World Bank IDA Financial Analysis | SQL, Tableau

- Analyzed World Bank International Development Association (IDA) financial datasets containing credit, grant, and repayment information across multiple countries and regions.
- Built SQL queries using CTEs, aggregations, and window functions to evaluate funding trends, repayment patterns, and year-over-year changes in development financing.
- Used Tableau to create visualizations and dashboards highlighting regional funding distributions, growth trends, and financial performance metrics.

Flotation Plant Performance Analysis | Python, Pandas, Matplotlib, Seaborn

- Analyzed industrial process sensor data to evaluate flotation plant performance and identify operational instability trends.
- Used Python libraries including Pandas, Seaborn and Matplotlib to clean, visualize, and interpret process variables and production outcomes.
- Investigated correlations between plant variables and concentrate output to identify potential performance disruptions.
- Presented findings through technical visualizations and concise analytical summaries.