

Faniel Habte

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SUMMARY

Business Intelligence Analyst with a track record of optimizing user engagement analytics and customer sentiment insights for Amazon's sustainability initiatives. Proficient in AWS, Tableau, and QuickSight, with a proven ability to streamline data pipelines and automate reporting processes. Recognized for quick problem-solving and delivering actionable intelligence to inform strategic decisions in dynamic environments

EDUCATION

Year Up / Seattle Central College, Seattle, WA

March 2023 – March 2024

Year Up is an intensive, competitive technical training and career development program. The program includes college-level courses, professional training, and a six-month internship.

- Completed coursework in Software Development and Testing, Project Management, and Business Communications, with specialized training in Application Development, including HTML, CSS, and JavaScript

Western Governors University, Remote 2025 - 2028

Bachelor of Science in Software Engineering

- Pursuing a rigorous, competency-based program focused on software development, algorithms, and systems design. Building proficiency in Python, Java, data structures, and computer architecture to support scalable software solutions.

RELEVANT SKILLS

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|-----------------|--------------------------|----------------------|
| • AWS | • Business Communication | • QuickSight |
| • ETL | • Documentation | • Tableau |
| • SQL | • Requirement Gathering | • KPI Tracking |
| • Data Analysis | • Microsoft Office | • Dashboard Creation |

EXPERIENCE

Amazon, Seattle, WA

Business Intelligence Engineer June 2024 – Present

- Developed and managed 20+ highly customized QuickSight dashboards across sustainability and engagement domains. These automations save 20+ hours monthly by replacing manual Excel workflows, enabling pixel-perfect PDF generation, one-click email distribution, and deep-dive exploration.
- Led product engagement analytics across the org, creating 6+ dashboards that empowered program and product teams to track website traffic, customer satisfaction, and product adoption—directly supporting multiple director and VP-level goals.
- Owned the end-to-end development of a VP-level executive dashboard: standardized the data model, managed 5+ ETL pipelines, and built scalable ingestion workflows using S3, Glue, and Redshift. Collaborated with finance, senior BIEs, and product teams. The dashboard was presented in an SVP review and continues to inform S-Team goals.

Amazon, Seattle, WA

Oct 2023 – March 2024

Business Analyst Intern

- Actively engaged with product managers in incorporating new features that provided a more holistic view of customer sentiment across multiple products
- Conducted survey outreach by identifying users and distributing tailored surveys for specific WWS products, collecting valuable customer feedback which is critical to product development and enhancement strategies
- Contributed to MBRs and QBRs by summarizing key metrics including user engagement, survey response rates, and CSAT for enhanced product tracking and metrics visibility

- Executed queries daily to efficiently retrieve data from data lakes
- Utilized different AWS services to create, automate, and monitor numerous data pipelines with feed data to user engagement and customer sentiment dashboards
- Researched, documented, and presented best use cases of QuickSight functionalities to immediate team members optimizing product migration
- Adhering to best guidelines, migrated multiple dashboards from Tableau to QuickSight providing continued and seamless access to customers
- Conducted multiple meetings with key stakeholders distilling insights and tracking progress

Amazon Logistics, Seattle, WA

July 2022 – Oct 2023

Amazon Flex Driver

- Worked efficiently under pressure to deliver 100+ packages daily to meet daily goals of safe, on-time package delivery
- Utilized GPS or other tools to navigate to the customer's destination
- Demonstrated strong critical thinking skills when creating the fastest route every day, resulting in improved delivery efficiency
- Responded to all customer's requests or concerns professionally, enriching customer satisfaction

Palma Trucking LLC, Seattle, WA

February 2022 – February 2023

Bookkeeper

- Communicated effectively with 15+ customers daily through email, resulting in increased customer satisfaction with the overall experience
- Streamlined accounts receivable and payable processes, reducing collection times and optimizing client relationships
- Organized and managed daily transactions efficiently to improve the accuracy of company financial records
- Effectively communicated with stakeholders including brokers and warehouse managers daily ensuring the proper collection of revenue and clarification of transaction
- In the absence of the manager, oversaw the dispatching and logistical operation of the company, ensuring the proper sharing of information and safe distribution of freight

CERTIFICATIONS AND TRAINING

SQL Certification – 2023

AWS Certified Cloud Practitioner Foundational (CCP) – 2023

Java Basics Training Certificate – 2021

Languages

Tigrigna – Native Proficiency

Amharic – Full Professional Proficiency