APURBA MONDAL

Kolkata, India | 9547850964 | Gmail- apurbam59@gmail.com |

Proficient in Data Visualization, Reporting, Dashboarding, Insight analysis with Computer Science background with hands on experience in SQL, Excel, Power BI, Tableau. Honing strong analytical skills, decision-making, problem solving abilities with learning mindset and proactive approach.

TECHNICAL SKILLS

• Power BI Desktop	• Advanced Excel	• Tableau	• Data Modelling
• Power BI Service	• SQL	• Alteryx	• Data Visualization
• Power Query (M- Query)	• MySQL	• Python	• Data Cleaning
• DAX	• SQL Server	• MS Office Suite	• Data Storytelling

WORK EXPERIENCE

Data Analyst Intern │ PwC   **10/2023 – 01/2024**

- Compiled data from client in raw excel format or from sharepoint; increased analysis by 50% by using pivot table & Vlookup.
- Designed power bi dashboard for financial claims portfolio of 200+ client accounts to review the KPI; results in 25% improvement in collection rates and 30% reduction in claim denial rates, leading to faster revenue recognition
- Directed teams in coordinating efforts to address billing issues, facilitate payment discussions, and achieved a 15 % improvement in client satisfaction.
  Tools used: Power BI desktop, Power BI service, Power query, DAX function, Vlookup, Pivot Table

Business Analyst Intern |PwC   **01/2023 – 07/2023**

- Managed clients high-volume accounts receivable with a 95% collection rate, 20% reduction in outstanding.
- Accomplished successful payment discussions by reviewing data through Excel, resolved disputes efficiently, and optimized invoicing which reduced overdue claims receivable accounts by 35% and 15% increase in on-time payments.
  Tools used: MS Excel, Vlookup, Pivot Table, MS Word

PROJECTS

Power BI Developer | PwC (Virtual Internship from Forage) |

- Created Call Centre analysis report which gives 3.4/5 average customer rating to see performance trends by setting KPI.
- Designed Churn analysis report for 7043 customers, resulting 26.54% churn rate by using charts and DAX functions which helps in data-driven decision making to operability.
- Crafted Diversity & Inclusion report, harmonizing the workforce based on gender for 500 employees.

Zomato Restaurant Analysis | Power BI | Link

- Analysed dataset of 9551 restaurants in 15+ countries, which shows average rating of 2.6/5 & average cost 1.2K.
- Crafted Power BI reports for global analysis & restaurant performance by using Power Query, Charts and DAX for calculations.

Superstore Sales Analysis | Power BI | Link

- Built an overview report of sales and profit trends insight into top 5 selling and profitable sub-categories across 4 years.
- Used Power Query Editor for data cleaning, DAX for measures & visualization with charts, cards, table & filter.

Air Cargo Analysis | SQL | Link

- Leveraged airline dataset to optimize travel operations, analyse busiest routes, ticket sales, & enhance the booking experience; resulting in 25% increase in revenue collection & 15% reduction in customer complaints.

Comparison of Region-based Sales | Tableau | Link

- Prepared dashboard to compare revenue distribution, KPIs, and sales trends between 2 selected regions of sample superstore.
- Increased sale by 45% on first order of Central & East region; analysed by using charts, filter, calculated fields & parameters.

E-commerce Sales Analysis | MS Excel | Link

- Created an insightful dashboard for 2015 sales by analysing the growth trends of 4 product categories by using pivot table.
- Incorporated clustered column charts, bar charts, control combo box & data analysis add-in to accomplished top 10 products.

EDUCATION

Bachelor in Computer Science   **08/2018 – 07/2021**
University of Calcutta

ACHIEVEMENTS

- HackerRank – SQL Gold Badge.
- Omega Star Award for the best performer with 100 % quality and target achieved.
- Gebbs Rising Star Award for two quarters for the best performer with 100 % quality and target achieved.