

# SAHIL PATEL

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## EDUCATION

### Bachelor of Computer Application

J S University Shikohabad

July 2021 - June 2024

### Data Analyst Certification Course

Ducat Institute, Noida Sector 63

January 2023 – October 2023

## SKILLS

Python, HTML, CSS, SQL, Advance Excel, Data Cleaning, Data Analysis, Statistical analysis, Data Visualization, Power BI NumPy, Pandas, Matplotlib

## PROFILE SUMMARY

Highly motivated Data Analyst with a Bachelor's degree in Bachelor of Computer Applications and a Data Analytics Certification. Skilled in Python, SQL, Power BI, Advanced Excel, and data visualization techniques. Successfully completed projects in sales data analysis and reporting. Strong problem-solving abilities with a passion for transforming raw data into actionable insights. Eager to contribute to data-driven decision-making in a dynamic organization.

## PROJECTS

### Amazon Dataset Analysis Project

September 2024

- Processed and Analyzed Amazon's customer reviews dataset using **Python (Pandas)** to extract insights on product ratings and feedback trends.
- Performed data cleaning, filtering, and aggregation to handle missing values and prepare the dataset for analysis.
- Generated statistical summaries and identified top-rated products and frequently reviewed categories.
- Insights helped demonstrate customer behavior patterns and product performance.

### Sales Data Analysis Project

October 2024

- Analyzed and visualized sales data using **Power BI** and **Python (Pandas)** to identify key performance trends.
- Created interactive dashboards in Power BI showcasing metrics like sales growth, regional performance, and product trends.
- Conducted data cleaning and transformation in Pandas to prepare accurate datasets for analysis.
- Delivered actionable insights that supported data-driven decision-making.

### Call Center Performance Analysis Project

November 2024

- Developed an interactive **Power BI dashboard** to analyze call center performance metrics, including average call duration, response time, and resolution rates.
- Visualized key KPIs to identify trends, bottlenecks, and agent performance across different time periods.
- Integrated data from multiple sources to provide a comprehensive view of operational efficiency.
- Delivered actionable insights to improve customer satisfaction and optimize resource allocation.