**SAHIL PATEL**   
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**EDUCATION**

**Bachelor of Computer Application** J S University Shikohabad

**Data Analyst Certification Course** Ducat Institute, Noida Sector 63

**SKILLS**

July 2021 - June 2024

January 2023 – October 2023

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.