

SKILLS

- **Data Analysis Tools:** Power BI, and Advanced Microsoft Excel
- **Google Workspace:** Google Sheets, Google Docs, Google Forms
- **Operations & Process Improvement:** Inventory management, workflow optimization, task prioritization
- **Soft Skills:** Communication, Coordination, Responsiveness, Time Management, Problem-Solving
- **Other Tools :** Microsoft Office, and MySql

WORK EXPERIENCE

CUSTOMER SERVICE ASSOCIATE – TELEPERFORMANCE, KOLKATA

April 2024 – October 2024

- Provided customer support while ensuring strict adherence to company SOPs and service guidelines.
- Handled customer inquiries and resolved issues efficiently, maintaining high customer satisfaction scores.
- Mentored a team of 10 new customer service representatives, resulting in a decrease in training time and increased team productivity.
- Managed and updated customer support tickets in CRM tools, ensuring timely resolutions.
- Worked collaboratively with cross-functional teams to enhance customer experience.

PROJECT

COFFEE SHOP SALES ANALYSIS | [LINK](#)

- Developed a **Coffee Shop Sales Dashboard** to analyze sales trends, product performance, and store-wise profitability.
- Created **heat maps and calendar views** to visualize sales variations by time, weekdays, and store locations.
- Designed **KPI-based visualizations** to track total sales, orders, and quantity sold with month-over-month comparisons.
- Used **MySQL for data cleaning and transformation**, ensuring accuracy and consistency in reporting.
- Gained expertise in **interactive dashboards, data visualization, and business insights** for strategic decision-making.

PRESENCE INSIGHTS | [LINK](#)

- Visualized key human resources operational data - attendance, remote work trends, and sick leave patterns, into an interactive dashboard using **Power BI**, driving a 15% improvement in data-driven decision-making in the department.
- Used **Power Query** to clean, transform, and standardize attendance data for accurate reporting.
- Created **bar charts, area charts, matrix tables**, and **KPI** cards to analyze employee presence, WFH, and sick leave trends dynamically.
- Built custom measures to **aggregate** and display data efficiently, improving analytical insights.

EDUCATION

Aliah University | BBA, Finance

July 2018 – September 2021

CERTIFICATIONS

- Microsoft Power BI Desktop for Business Intelligence (Udemy)
- PwC Switzerland Power BI Job Simulation on Forage