

ANSHIKA ARYA

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Detail-oriented **Delhi University graduate** with **SaaS expertise** and proven track record in **Quality Analysis** and **Customer Success**. Collaborative team player skilled in driving business growth through strategic problem-solving and data-driven insights. Eager to deliver impactful solutions as a Data Analytics professional.

INTERNSHIPS

2023 May-September

Customer Success | Exly Powered by Myscoot | Gurgaon, Delhi

- Provided strategic recommendations that helped clients achieve a **30% improvement** in operational efficiency.
- Achieved a **95% customer satisfaction** rating by resolving customer requests and complaints within a designated timeframe.
- Analysed customer feedback and behaviour data, leading to the identification of new product features that increased sales by 10%.

Jan 2023-Feb 2023

Quality Control Analyst | Total Solutions Group | Karol Bagh, Delhi

- Developed performance metrics and KPIs, leading to a **15% improvement** in product quality.
- Created comprehensive quality assurance policies and procedures that ensured adherence to industry standards and regulatory requirements.
- Implemented standardized checklists, resulting in a **20% decrease in errors** and improved overall product quality.

EDUCATION

Sept 2019-June 2022

Bachelor Of Commerce | Delhi University, Guru Gobind Singh College of Commerce

- Distinguished Member of College's Cultural Society
- Relevant coursework: Advanced Financial Accounting and Reporting
- SGPA: 7.34

CERTIFICATIONS

YWCA Of Delhi | 2019-2020

- Modern Office Management and Secretarial Practice

Board of Technical Education Delhi | 2020-2023

- Diploma in Modern Office Practice

Analytix Labs | June 2023-Present | Gurgaon, Delhi

- Business/Data Analytics

SKILLS

- Data Analysis: Excel, google sheet (Reports, Conditional Formatting, Tables)
- SQL
- Power BI
- Problem Solving
- Attention to Detail
- Microsoft Suite: Word, PowerPoint
- Data driven Decision Making
- CRM Software
- Communication Tools: Slack, Meet, Zoom
- Leadership and Team Collaboration
- Active Listening
- Strategic Planning
- Strong Written, verbal, and presentation skills
- Organizational Skills

PROJECTS

1. Strategic Insights and Decision Support- Tools used: SQL

Impact Highlights:

- Provided Valuable Market Demographic Insights
- Workforce Optimization through Employee Data Analysis
- Provided Valuable International Business Insights
- Workforce Optimization through Employee Data Analysis

2. Consumer complaint Analysis Dashboard- Tools used: Excel

Impact Highlights:

- Year-over-Year Insights: Visualized changes for strategic action.
- Response Time Optimization: Enhanced efficiency with visuals.
- Performance Intelligence: Streamlined processes through graphs.
- Priority Management: Expedited high-priority resolutions.

3. Sales And Producer Insights - Tool used: Power BI

Impact Highlights:

- Calculated real-time revenue contributions of individual producers.
- Categorized accounts into revenue tiers for targeted strategies.
- Visualized quarterly sales trends.
- Enhanced the user experience with dynamic selections.
- Enabled drill-through functionality for detailed insights.
- Utilized Power BI Bookmarks for multiple views and added "Clear Filters."