

# ARITRO MUKHERJEE

Bangalore, India | +918617786020 | aritromkh@gmail.com | [LinkedIn](#)

Aspiring Data Analyst with proficiency in Power BI, SQL, and Excel. Demonstrated ability to analyse complex datasets and extract actionable insights, develop interactive dashboards, and enhance data workflows. Experienced in application support and resolving technical issues to enhance user experience. Skilled in collaborating with cross-functional teams to drive business decisions and improve operational efficiency.

## SKILLS

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|---------------|--------------------|----------------------|
| • Power BI    | • Advanced Excel   | • Data Modeling      |
| • SQL         | • VLOOKUP, XLOOKUP | • Data Visualization |
| • Power Query | • Pivot Table      | • Data Cleaning      |
| • DAX         | • Python           | • Data Storytelling  |

## WORK EXPERIENCE

Capgemini Technology Service India Limited, Bengaluru Application Support Specialist | WALT DISNEY 03/2023 – Current

- Monitored application performance to identify and address potential issues before they impacted business.
- Guided the team to solve issues with greater flexibility leading to a decrease in issues by 30%.
- Collaborated with cross-functional teams to identify and resolve data-related issues, improving data accuracy by 40%.
- Validated issues related to **Labor System Platform** through **GOOGLE CLOUD PLATFORM** and Splunk enabling 2x resolution times for business.
- Converted 250 problem tickets successfully providing better guidance.
- Obtained a comprehensive knowledge base of application-related issues, enabling 2x resolution times for business.

*Tools : Google Cloud Platform, Slack*

Application Support Specialist | WALT DISNEY 09/2021 – 02/2023

- Engineered Incident Tickets for **Labor Demand Planning System** project and resolved more than 150 incidents in total.
- Monitored LDPS workflow and resolved issues related to that which maintained the workflow to run sustainably.
- Detected root-cause and gathered information on major issues while resolving them which led to decrease in issues by 80%.
- Systematized, maintained monitoring systems and identified which reduced system issues by 60%.

*Tools : Service Now, Splunk, Slack*

## PROJECTS

Adventure WorkSpace Report | Power BI

- The report provides an overview of **Adventure WorkSpace's** sales, revenue, profitability, and customer insights. Key metrics include revenue, return rate, profit, and order volume, along with trends in product sales, returns, and customer demographics.
- **Business Insights :**
  - **Revenue Growth is Positive** – Monthly revenue has increased by **3.31%**, indicating steady sales performance.
  - **Return Rate is Slightly Increasing** – A **2.2% return rate** suggests the need for improved quality control, especially for **shorts and helmets** which have higher return rates.
  - **Best-Selling Product Categories** – **Tires and tubes** are the most frequently purchased items, indicating strong demand.
  - **Customer Retention Strategy** – The majority of orders come from **low and average-income customers**, so offering **discounts or loyalty programs** could boost retention.

- **Skilled Manual Workers are Key Customers** – Since they contribute significantly to revenue, marketing campaigns could be tailored toward this segment.
- **High-Income Customers are a Smaller Segment** – Encouraging high-income customers through **premium product offerings** or exclusive deals could increase revenue.

#### HR Analytics Dashboard | Power BI

- This project aims to help an organization improve Employee performance and reduce attrition.
- Crafted Power BI reports for that provides valuable insights into employee data, which can be implemented to make data-driven decisions, as well as to improve employee satisfaction and retention by using Power Query, Charts and DAX for calculations.

#### Airline DB Analysis | SQL

- The key features include date formatting, data extraction and transformation, complex joins and aggregations, flight schedules, geographical insights, flight and aircraft analysis, and handling cancellations and refunds with a focus on analyzing flight data, passenger details, and operational performance.

### EDUCATION

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**Bachelor of Technology in Electronics and Communication Engineering**  
*West Bengal University of Technology*  
**CGPA – 7.69**

**08/2016 – 07/2020**

### ACHIEVEMENT

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- Certified Data Analyst by Skillovilla