

Digital User Churn Analysis

Bank Muamalat Business Intelligence Analyst Project Based

Presented by
Arya Vito Fauzal



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Undergraduate Student

A career switcher who likes to discover new things and dig deeper into making business decision by data analysis

Dedication and commitment is the principal that I held to shape my future endeavors

My Experience

- Kimia Farma Big Data Analytics Project Based Internship Program - Rakamin Academy
- Data Science Bootcamp - Qarir Generator
- Intro to Data Analytics - Revou

Case Study

Case 1

A. Tugas

Tentukan masing-masing primary key pada 4 dataset penjualan

1. Primary key tabel Customer :
2. Primary key tabel Products :
3. Primary key tabel Orders :
4. Primary key tabel ProductCategory :

Case 1

Primary Key Customer → CustomerID

Primary Key Order → OrderID

Primary Key Products → ProdNumber

Primary Key Category → CategoryID

Case 2

A. Tugas

Tentukan relationship dari ke-4 table tersebut

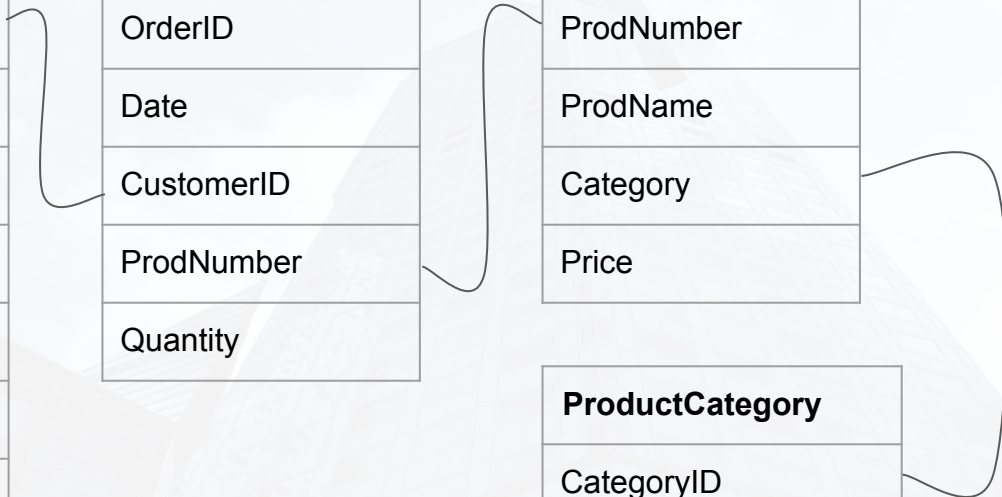
Case 2

Customer
CustomerID
FirstName
LastName
CustomerEmail
CustomerPhone
CustomerAddress
CustomerCity
CustomerState
CustomerZip

Order
OrderID
Date
CustomerID
ProdNumber
Quantity

Products
ProdNumber
ProdName
Category
Price

ProductCategory
CategoryID
CategoryName
CategoryAbbreviation



Case 3

A. Tugas

Sebagai BI Analyst PT Sejahtera Bersama, kita akan membuat sebuah table master yang berisikan informasi :

- CustomerEmail (cust_email)
- CustomerCity (cust_city)
- OrderDate (order_date)
- OrderQty (order_qty)
- ProductName (product_name)
- ProductPrice (product_price)
- ProductCategoryName (category_name)
- TotalSales (total_sales)


Urutkan data tersebut berdasarkan tanggal transaksi yang paling awal sampai yang paling akhir. Posisi kolom mengikuti contoh berikut ini :


Row	order_date	category_name	product_name	product_price	order_qty	total_sales	cust_email	cust_city
1	2020-01-01	Drone Kits	BYOD-220	69.0	1	69.0	edew@nba.co...	Honolulu
2	2020-01-01	eBooks	Polar Robots	23.99	2	47.98	fvaslergt@co...	Jackson
3	2020-01-01	Robots	RWW-75 Robot	883.0	3	2649.0	tmckernot@ti...	Katy


Case 3

Query Link: [Link Console Google Big Query](#)

Query results

 SAVE RESULTS

 EXPLORE DATA



JOB INFORMATION	RESULTS	CHART	JSON	EXECUTION DETAILS	EXECUTION GRAPH		
Row	order_date	category_name	product_name	product_price	order_qty	total_sales	cust_email
1	2020-01-01	Drone Kits	BYOD-220	6900	1	6900	edew@nba.com
2	2020-01-01	eBooks	Polar Robots	2399	2	4798	fvaslerqt@comsenz.com
3	2020-01-01	Robots	RWW-75 Robot	88300	3	264900	tmckernot@tinyurl.com
4	2020-01-01	eBooks	SCARA Robots	1950	5	9750	llespercx@com.com
5	2020-01-01	eBooks	Spherical Robots	1675	5	8375	lfromonte9@de.vu
6	2020-01-01	Training Videos	Drone Video Techniques	3799	6	22794	gstiggersdd@eventbrite.com
7	2020-01-02	Training Videos	Understanding Automation	4495	1	4495	ksteershp@ameblo.jp
8	2020-01-02	Blueprints	Ladybug Robot Blueprint	1200	2	2400	akingaby78@deviantart.com
9	2020-01-02	Drones	DTE-QFN20 Drone	25000	2	50000	jcolthurstgu@cbsnews.com
10	2020-01-02	Robot Kits	BYOD-2640S	18000	2	37800	avienaga@shabang.net

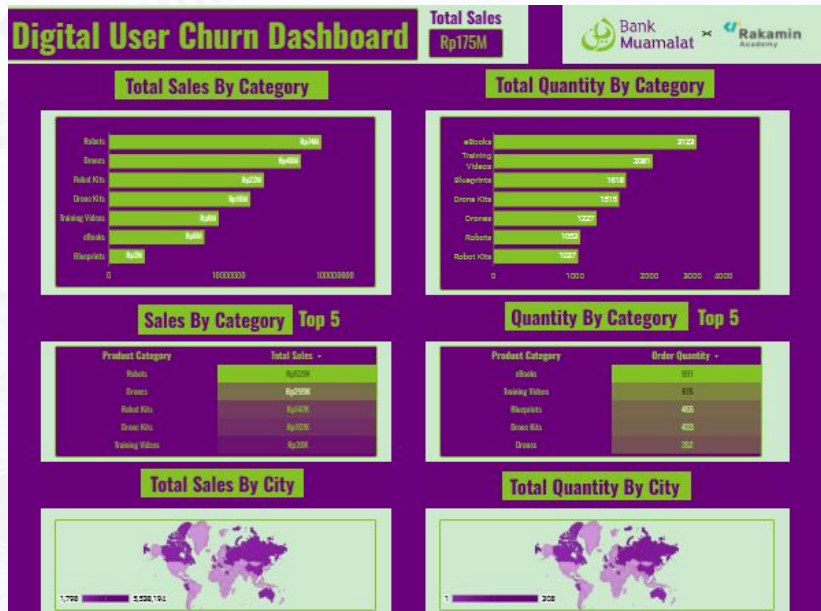
Case 4

A. Tugas

Dari hasil tabel yang dibuat pada soal nomor 3, simpanlah hasilnya dalam bentuk CSV. Dengan menggunakan Looker Studio, buatlah visualisasi yang menampilkan data penjualan tersebut. Visualisasi tersebut harus berisi minimal :

- Total keseluruhan sales
- Total keseluruhan sales berdasarkan kategori produk
- Total keseluruhan qty berdasarkan kategori produk
- Total sales berdasarkan kota
- Total qty berdasarkan kota
- Top 5 kategori produk yang paling tinggi salesnya
- Top 5 kategori produk yang paling tinggi qtynya

Case 4



Link: [Link Google Data Studio Project \(Looker\)](#)

Case 5

A. Tugas

Sebagai BI analyst PT Sejahtera Bersama, apa yang bisa anda usulkan untuk mempertahankan penjualan ataupun menaikkan penjualan dengan tabel transaksi detail yang sudah ada?

Case 5

Steps that can hold or increase the sales for PT Sejahtera Bersama:

1. Do more promotion in cities that are not having big sales number (ex: Alexandria, Kent, Canton, Naples < 200K) either online or offline actions.
2. Reduce eBooks production and develop more Robots because with 1053 quantity it can gain 74 mil revenue rather than 3123 quantity but only get 6 mil.
3. Highest selling products like Robots, Drones, Robot Kits, Drone Kits should always be prioritized in every aspect (production, promotion, marketing) because by total sales it can get up to 150 mil revenue. If it can't be happened, customer churn rate will probably rise gradually and will result in decrease of sales.

Github Link

[AryaVito/PortfolioProjects \(github.com\)](https://github.com/AryaVito/PortfolioProjects)

Video Presentation Here

[Link Video Presentasi](#)

Thank You



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