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📍 Delhi, India

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Chirag Mehta

EDUCATION

Bachelor of Computer Applications
Maharaja Surajmal Institute, Delhi
2015-2018

12th
Greenfields Public School, Delhi
2013 - 2014

SKILLS

- HTML, CSS, JavaScript
- SQL
- MS EXCEL - V-lookup, Macros, Pivot
- Python

TOOLS

- MS SQL Server
- Hubspot
- Jupyter
- Postman
- VS Code
- PostgreeSQL

CERTIFICATIONS

- Python Essentials 1 | *Cisco Networking Academy*
- Python Essentials 2 | *Cisco Networking Academy*
- GNIIT Cloud and Mobile Software Engineering | *NIIT, Delhi*
- Tableau Training | *Simplilearn*

AWARDS

SPORTS:
- **Gold** x 2 (*100m race, School Zonal*)
- **Gold** x 1**, Silver** x 1 (*Delhi Armwrestling Championship 2023*)
- **Silver** x 1**, Bronze** x 1 (*National Armwrestling Championship 2023*)

PROFILE

Experienced Analyst with a passion for uncovering valuable insights and driving data-informed strategies. With a strong background in analyzing complex datasets and a keen eye for detail, I thrive on exploring patterns and trends to identify opportunities for improvement and growth. Equipped with advanced analytical tools and techniques, I excel at distilling large volumes of information into concise and actionable recommendations.

EXPERIENCE

Technical Support Executive
BlueUmbrella India Pvt. Ltd., Delhi   *26 Sept 2021 - 31 Dec 2022*

- Implemented a comprehensive knowledge base system, documenting common technical issues and their solutions, resulting in a 40% reduction in average handling time and enhancing the team's efficiency in resolving client queries.
- Trained and mentored a team of junior technical support representatives, improving their technical expertise and customer service skills, leading to reduction in escalations and an improvement in first-call resolution rate.
- Worked on HubSpot, creating forms for clients to interact with their third parties.
- Collaborated with the development team to identify and resolve product bugs, improving user experience.
- Received positive customer feedback for outstanding service and problem-solving abilities.

Analyst
Globallogic India Pvt. Ltd.   *11 Mar 2019 - 23 Sept 2021*

- Conducted data collection, analysis, and interpretation to identify insights, trends, and opportunities.
- Utilized Excel, SQL, and Tableau to create data visualizations and reports for stakeholders.
- Conducted statistical analysis to support business decision-making processes.
- Handling multiple reports, working with Formula, Macros, Pivot Table & Pivot Charts, and various other excel sheet component for accurate data.
- Collaborated with cross-functional teams to identify data requirements and provide actionable insights.