

PROFESSIONAL SUMMARY

Data Analyst with a strong foundation in software engineering and 3+ years of experience in frontend development. Proficient in SQL, Excel, Python, and Power BI with hands-on experience in real-world analytics projects and business dashboards. Actively transitioning into data roles by leveraging both technical and analytical skills to solve business problems and drive data-informed decisions that contribute to business growth.

EDUCATION

Bachelor of Engineering (Computer Science) Chandigarh University, Punjab	2016 - 2020 Grade: 65.2%
Intermediate (Class XII) VKM Inter College, Chas, Bokaro, Jharkhand	2014 - 2016 Grade: 67.4%
Matriculation (Class X) DAV Public School, Swang CCL, Bokaro, Jharkhand	2012 - 2013 Grade: 9.4/10.0

EXPERIENCE

Software Engineer Mphasis Ltd.	December 2021 - February 2025 <i>Remote</i>
<ul style="list-style-type: none">Led the frontend migration of a large-scale enterprise application from Angular to ReactJS within a tight 25-days deadline, collaborating with a team of 8 members, served as the primary frontend developer.Delivered 5+ production-ready applications, enhancing performance by 30% through clean, optimized ReactJS, JavaScript, HTML, and CSS implementations.Collaborated with 30+ cross-functional team members in Agile sprints, achieving a 15% faster feature delivery rate and ensuring smooth project execution.Resolved 150+ frontend issues/bugs via JIRA, contributing to a 20% rise in client satisfaction, as acknowledged in regular stakeholder reviews.Received 6 individual “Kudos” awards and 2 team awards (“Synergic Workforce”) for excellence in delivery, collaboration, and technical execution, praised directly by Delivery Manager and Client.	

INTERNSHIPS

Newton School Coding Boot Camp Newton School	May 2021 - December 2021 <i>Remote</i>
<ul style="list-style-type: none">Completed an intensive 7-month Full Stack Web Development Bootcamp focused on real-world project building.Gained hands-on skills in Java, DSA, ReactJS, HTML, CSS, JavaScript, and Bootstrap.Built multiple projects including Portfolio, Online Grocery Website, and games like Rock-Paper-Scissors.Participated in platform-led Hackathons and Coding Contests to enhance problem-solving ability.	

PROJECTS

BANK CRM ANALYSIS - Power BI Project , (Github) (Demo)	May 2025
<ul style="list-style-type: none">Built interactive dashboards to analyze <i>churn patterns by age, gender, geography</i>, and <i>credit score</i>.Identified <i>high-risk groups</i> (e.g., Females 50+, German customers) and stable segments for targeted retention.Delivered key insights on product holding, customer value, and proposed data-driven upsell strategies.Role: Data Analyst, Tech Stacks/Tools: Power BI Desktop, MySQL Workbench, MS Office	
CHINOOK MUSIC STORE - SQL Project , (Github) (Demo)	March 2025
<ul style="list-style-type: none">Analyzed customer behavior and revenue trends across regions using SQL queries on the Chinook database.Identified Rock as the top-selling genre and customers like František Wichterlová (\$144.54) as high-value.Discovered strong genre-artist affinities (e.g., Rock–Metal, Green Day–Led Zeppelin) to guide cross-promotion.Role: Data Analyst, Tech Stack/Tool: MySQL Workbench, MS Excel, MS Word, MS PowerPoint	

IT TICKET ANALYSIS (2016-2020) - Spreadsheet Project, ([Github](#)) ([Demo](#))

January 2025

- Analyzed **97,000+** IT support tickets from **2016 to 2020** to evaluate resolution efficiency, agent performance, and employee satisfaction.
- Found that System-related issues made up **40%** of tickets, and mid-level severity (**Level 2**) was the most frequent.
- Discovered over **25,000** tickets were resolved on the same day, with peak delays at **1, 5, and 6 days** needing improvement.
- Satisfaction scores improved steadily over the years, with agents aged **52-55** receiving the highest average ratings.
- **Role:** Data Analyst, **Tech Stack/Tools:** Microsoft Excel (Formulas, Pivot Tables, Charts, Conditional Formatting, Dashboards, etc.), MS Word, MS PowerPoint.

RECIPES RADAR - React Project, ([Github](#)) ([Demo](#))

February 2024

- Developed a **React app** enabling users to search food recipes with filter options, using **Dummy JSON** to fetch recipe data from the **API**.
- Enhanced the UI by integrating **libraries** such as **react-router-dom**, **react-icons**, and **Tailwind CSS**.
- **Role:** Frontend Developer, **Tech-Stack:** Pure React Concepts.

CERTIFICATIONS

Professional Data Science Course, Newton School ([Link](#))

December 2024

- **Professional Data Science Course** along with Analytics Assignments.
- **Technical Stack learned:** Spreadsheet (Excel Google Sheets), Structured Query Language (SQL), Power Bi, Dashboards and Visualizations.
- Participated, Cleared and Mastered in various **Module Contests** organized by the platform.
- Worked on various projects like **IT Ticket Analysis (Spreadsheet)**, **Chinook Music Store (SQL)**, **Bank CRM Analysis (PowerBI)**.
- **Scored 80-100%** in respective projects.

SKILLS

Computer Languages: Java, JavaScript, CSS, HTML, SQL, Python

Data Tools: Power BI

Software Packages: MySQL, Excel, Redux, React

Soft Skills: Communication Skills, Responsibility, Teamwork, Decision-making, Time management, Leadership

Others: Analytics, Spreadsheet, Microsoft Office

EXTRA-CURRICULAR ACTIVITIES

- Volunteered as a member of **H4H (Help for Humanity)** at Chandigarh University during the COVID-19 pandemic, contributing to relief and awareness initiatives.
- Participated in **“EFFECTUS 2019”**, a university-wide tech event featuring leaders from top IT companies, gaining exposure to industry insights and networking opportunities.