

ASIF AFSAR SHAIKH *Aspiring Data Analyst*

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Professional Summary

Aspiring Data Analyst with a strong academic foundation in Data Science and AI and hands-on experience in data analysis, reporting, and process improvement. Brings 9 years of BPO/KPO experience with proven ability to interpret data, identify trends, and communicate insights effectively. Eager to begin a data analyst career and contribute to data-driven business outcomes.

Education

01/2024 – 03/2025 Pune, Maharashtra, India	Post Graduated Diploma in Data Science and AI , Savitribai Phule Pune University (DOT) GCPA: 9.45/10
04/2005 – 05/2006 Pune, Maharashtra, India	Master of Commerce , Ness Wadia College of Commerce Class: First Class
03/2003 – 05/2004 Pune, Maharashtra, India	Bachelor of Commerce , Ness Wadia College of Commerce Class: Higher Second Class
03/2000 – 04/2001 Pune, Maharashtra, India	Higher Secondary School Certificate , Ness Wadia College of Commerce Class: First Class
05/1998 – 04/1999 Pune, Maharashtra, India	Secondary School Certificate , Maharashtra Board Class: First Class

Certificates

Machine Learning free course Offered by OHSC. Dec 2024	Fundamentals of Generative AI badge Offered by Microsoft Oct 2024	Discover data analysis badge Offered by Microsoft Nov 2024
Statistical Methods for Decision Making course Offered by Great Learning Nov 2024	Learn How You Can Also Build Netflix-Like Movie Recommendations Offered by Simplilearn June 2025	Get started building with Power BI badge Offered by Microsoft Oct 2024

Skills & Competencies		
Data Analysis & Statistics Data cleaning, preprocessing, and validation, Exploratory Data Analysis (EDA),	Programming & Tools Python (Pandas, NumPy), SQL (SELECT, JOINs, GROUP BY, subqueries, window functions – basic), Microsoft Excel (VLOOKUP/XLOOKUP, Pivot Tables, formulas)	Data Visualization & Reporting Data visualization using Matplotlib / Seaborn, Dashboarding fundamentals (Power BI), Translating data insights into clear reports and presentations
Business & Analytical Skills Strong analytical and problem-solving skills, Data-driven decision making, Requirement gathering and business understanding,	Domain & Professional Competencies Experience working with operational and customer data (BPO/KPO), Excellent written and verbal communication	Version Control & Collaboration Git & GitHub (basic version control), Documentation and workflow management

Projects	
Time Series Forecasting for Stock Prices , Python, Prophet, Pandas, Matplotlib	
<ul style="list-style-type: none"> Performed data collection, cleaning, and feature engineering Developed forecasting model using Facebook Prophet Analyzed stock price movement and predicted future trends using time series models 	
Netflix Data Analysis (SQL) , MySQL, SQL Joins, CTE, Window Functions	
<ul style="list-style-type: none"> Conducted EDA on Netflix dataset using SQL Extracted insights related to content categories, ratings, and global distribution Applied SQL aggregate functions, CTEs, and Window functions to derive KPIs 	
Mobile Sales Analytics (Power-Bi Project)	
<ul style="list-style-type: none"> Designed and developed interactive Power BI dashboards to analyze mobile sales data, providing insights into sales performance, trends, and market demand. 	
Drug Classification Using Decision Trees (ML Project)	
<ul style="list-style-type: none"> Technologies Used: Python, Scikit-Learn, Pandas, NumPy, Kaggle 	
Customer Churn Analysis (Exploratory Data Analysis Project)	
<ul style="list-style-type: none"> Used tools like Python Pandas, Matplotlib, Seaborn) to identify significant trends, distributions, and relationships between customer demographics, usage patterns, and churn rates. 	
Gold Price Prediction Using Random Forest Regressor (ML Project)	
<ul style="list-style-type: none"> Technologies Used: Python, Scikit-Learn, Pandas, NumPy, Matplotlib, Jupyter Notebook, Yahoo Finance 	

Employment History	
03/2023 – 03/2024 Pune, Maharashtra, India	Atidiv India Pvt Ltd , Customer Experience Partner <ul style="list-style-type: none"> Facilitated data-driven insights for a US tire firm, improving operational efficiency by 90%. Managed complex customer queries with high accuracy, demonstrating strong understanding of customers' needs and behaviors. Resolved service challenges, enhancing customer satisfaction by 98% through effective problem-solving and excellent written and oral communication.

08/2022 – 11/2022
Mumbai, Maharashtra,
India

Amazon Development Center, Seller Partner Support Associate

- Served as the primary liaison between Amazon and third-party sellers, prioritizing customer needs in every interaction.
- Provided case-based support via email and escalated complex issues through proper channels, leveraging intermediate MS Office skills.
- Worked closely with technical support, quality assurance, and sales teams to resolve issues efficiently, building strong working relationships.

07/2012 – 07/2020
Pune, Maharashtra,
India

Concentrix Daksh Services, Senior Advisor II, Customer Service

- Delivered technical support and customer care in a B2C inbound voice process, demonstrating strong understanding of customer behavior.
- Effectively utilized CRM systems, digital platforms, and MS Office tools to streamline operations and enhance service delivery.
- Identified upselling and cross-selling opportunities, contributing to a 15% increase in monthly revenue targets.