

DURLAV RAY

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github.com/DurlavRay

Summary

A hardworking individual seeking for an Analyst role to showcase skills and knowledge to maximize business efficiency and visualize insights from data.

Education

MBA in Business Analytics and Data Science

Bengal Institute of Business Studies
Jul, 2023 - Jul, 2025

Bachelor of Business Administration (Hons)

Institute of Engineering and Management
Jul, 2017 - Jul, 2020

Technical Skills

Python, SQL, Power BI, Tableau, Excel

Soft Skills

Collaboration, Problem-Solving, Effective Communication, Time Management, Teamwork, Critical Thinking

Additional Skills

Data Analysis, Data Visualization, Data Cleaning

Languages

English, Hindi, Bengali

Certifications

- Business Analytics with Excel
- Power BI for Beginners
- Advance Excel with Tableau - IIT Kanpur
- Machine Learning - IIT Kanpur

Work Experience

Larica Group

Aug, 2024 - Jan, 2025

Data Analyst Intern

- Conducted in-depth analysis of sales data, identifying high-performing LED lights across regions, resulting in a 20% increase in targeted sales strategies.
- Visualized key insights through data dashboards, enhancing decision-making efficiency by 30%.
- Evaluated building performance metrics to identify top-performing and underperforming buildings, driving a 15% improvement in operational efficiency. Implemented data-driven strategies that enhanced energy usage and reduced inefficiencies by 20%.

Concentrix

May, 2022 - Apr, 2023

Senior Representative, Operations

- Managed inbound customer support processes, resolving customer issues efficiently through phone consultations.
- Achieved a 95% resolution rate on first contact and improved customer satisfaction scores by 20% through proactive guidance and effective communication.

Wipro Limited

Feb, 2021 - May, 2022

Associate

- Handled inbound customer support calls, delivering tailored solutions and achieving a 90% first-call resolution rate.
- Proactively collected data from LinkedIn to craft optimized resumes for job seekers, resulting in a 30% improvement in job application success rates.

Projects

Data Analysis and Visualization of Employee Dataset

- Designed and implemented a dynamic Employee Database Dashboard in Power BI, enhancing insights extraction from employee data by 30%.
- Integrated interactive charts and visuals to improve data interpretation and support decision-making, resulting in a 20% boost in operational efficiency.

Data Analysis and Visualization of HR Dataset

- Designed and implemented an HR analytics dashboard in Power BI, leveraging advanced visualizations to track attrition rates across key metrics. Analyzed workforce trends with dynamic insights, optimizing retention strategies and improving decision-making by 30%.