Durgesh Kumar Sahu

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Summary

I am an enthusiastic learner with a keen interest in exploring new technologies, particularly those related to data analytics. As a natural problem solver, I enjoy diving deep into data, uncovering insights, and driving innovation through analytical solutions. I thrive in leadership roles and excel at collaboration, often volunteering for projects where I can leverage my data analysis skills. My ultimate goal is to continually contribute to the field of data analytics, pushing boundaries and driving innovation.

Experience

DXC Technology | Bangalore, Karnataka
Analyst III - Infrastructure Services | 03/2023 - Present

- Responded to user inquiries and provided timely resolution via phone, email, and remote desktop tools.
- Diagnosed and resolved hardware, software, and network-related issues for users, ensuring minimal downtime and maximum system performance.
- Collaborated with cross-functional teams to resolve complex issues, escalating cases when necessary and ensuring prompt resolution.
- Contributed to process improvement initiatives, suggesting enhancements to streamline support procedures and enhance customer satisfaction.
- Actively participated in team meetings and training sessions to stay updated on new technologies, products, and procedures.
- Performed SQL queries to extract and update data.
- Analyzed transcripts of customer service calls to identify and rank customer service issues.

Quantum IT Innovation | Noida, Uttar Pradesh
UI/UX Designer Intern | 12/2021 - 06/2022

- Collaborated with cross-functional teams to create engaging and user-friendly interfaces for web and mobile applications.
- Developed wireframes, interactive prototypes, and user flows to communicate design concepts and ensure usability.
- Worked closely with developers to ensure accurate implementation of designs and maintain design integrity throughout the development process.
- Conducted usability testing and gathered feedback to iterate and improve interface designs.

Skills

Data Analysis, Power BI, SQL, Python, Data Visualization, Data Cleaning and Preprocessing, Statistical Analysis, Pivot Tables, Spreadsheets, Business Intelligence, Microsoft Excel, Dashboard, Operating Systems, Database Management, Cloud, AWS, GCP, Troubleshooting, Problem Solving, Support, Quality Assurance, Communication and Presentation, Domain Knowledge, Machine Learning Fundamentals, Web Scrapping, GitHub

Projects

Amazon Dashboard
This project offers an in-depth exploration of Amazon's fashion sales data. Utilizing Power BI and Excel. I've crafted an engaging, interactive dashboard that brings the data to life. This comprehensive project, which is a blend of rigorous analysis and creative visualization, can be accessed on GitHub here.

Electric Vehicle Market Study
In this analysis, I've delved into the electric vehicle market using Power BI and Excel. The result is a comprehensive study presented through an interactive dashboard. Feel free to check out this project on GitHub here.

Trainings

- Database Management Essentials - Coursera
- AWS Cloud Foundations - AWS Academy

- Data Analytics Essentials - Cisco Networking Academy

Education

Christ University | Bangalore, Karnataka
Computer Science | 07/2022
Graduated in Bachelor of Computer Applications with 9.18 CGPA.

Kendriya Vidhyalaya No.II Bikaner (Raj.) | Bikaner, Rajasthan
Commerce | 03/2018
Senior Secondary (XII)