Istiak Alam

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SUMMARY

Analytical data analyst skilled in Python, SQL, Power BI, and predictive modeling. Experienced in dashboards, ETL pipelines, and machine learning projects that drive data-informed decisions and improve business outcomes.

EXPERIENCE

Junior Data Analyst

Panjabiwala Limited   **August 2024 – August 2025, Dhaka**

· Delivered actionable insights on sales, inventory, and merchandising using **SQL, Python, and Power BI**, improving forecast accuracy by 15%.
· Developed automated KPI dashboards and visualizations, reducing manual reporting by 40% and enabling **self-service analytics** for teams.
· Performed **ETL and data modeling**, structuring relational datasets to ensure 99% data availability and accurate reporting for decision-making.
· Created **Paginated Reports and interactive dashboards** for 8 departments, streamlining compliance reporting and reducing ad hoc requests by 50%.
· Collaborated with cross-functional teams to support data-driven decision-making, demonstrating strong **client engagement and analytical thinking**.

Information Technology Administrator

NABIL IT   **November 2019 – August 2024, Dhaka**

· Maintained ERP and database systems, producing reports that improved leadership decision-making speed by 30%, directly supporting **business-critical outcomes**.
· Automated routine SQL and Excel reporting, saving 25 hours/month for cross-functional teams and enabling focus on **strategic, high-impact initiatives**.
· Strengthened system security through protocol upgrades and quarterly vulnerability scans, reducing incidents by 40% — experience relevant for **regulated healthcare environments**.
· Provided Tier-2/3 IT support across 200+ endpoints, reducing downtime and vendor escalation costs by 20%.
· Collaborated with teams to define **data structures, validation rules, and reporting best practices**, enhancing reliability and usability of analytics outputs.

Earlier IT Roles

HATIL Furniture Ltd. & Omega Home Solution   **October 2011 – October 2019, Dhaka**

· Provided IT support for 300+ users across retail and manufacturing operations.
· Reduced system downtime by 25% through regular monitoring and scheduled maintenance.
· Assisted in ERP rollouts, improving adoption rates and minimizing operational disruptions.
· Delivered bi-monthly technical presentations and workshops for 40+ users, increasing ERP feature utilization by 35% via live demonstrations and Q&A sessions.
· Trained 300+ staff members in Microsoft Office applications during a 12-month rollout, improving process efficiency by 20%.
· Coordinated cross-functional documentation reviews and workshops, streamlining communication between IT, operations, and other departments over 24 months.

PROJECT

Telecom Customer Churn Analysis (Python)

Datacamp Real World Projects · bit.ly/3UJmdnW · August 2025 – August 2025
· Cleaned and prepared **50K+ telecom customer records**, resolving missing values and ensuring consistent formats.
· Identified churn patterns showing **higher risk in specific providers**, with churn rates up to **1.5x greater** than competitors.
· Built visual reports that highlighted **age and usage-based segments**, helping to target groups with **up to 20% higher churn likelihood**.

Credit Card Approval Prediction(Python)

Datacamp Real World Projects · tinyurl.com/credit-approval-Istiak · August 2025 – August 2025
· Cleaned and prepared **1,000+ credit card applications**, resolving missing values and encoding categorical data for analysis.
· Trained and tuned a logistic regression model that achieved **85% accuracy** in predicting approvals.
· Identified key drivers of approval, such as **age, debt, years employed, and credit score**, improving model interpretability for business use.

Fraud Detection Model Monitoring(Python)

Datacamp Real World Projects · short-link.me/1c4Ad · August 2025 – August 2025
· Analyzed **100K+ historic and production transactions** to monitor customer behavior changes over time.
· Detected significant drift in key features such as **time since login (↑35%)** and **transaction amount (↑22%)**, highlighting shifts in fraud risk.
· Delivered a technical report with **3 visual drift summaries and ranked feature changes**, providing actionable steps to maintain model accuracy and reduce false positives.

PostgreSQL Super Store — Cleaning & Analysis(SQL)

Datacam Real World Project · tinyurl.com/PostgreSQL-store-Istiak · August 2025 – August 2025
· **Analyzed and standardized 10K+ sales transactions** across orders, products, returns, and people tables.
· **Ranked the top 5 products by sales and profit in each category** using SQL queries with CTEs and window functions.

- **Engineered** advanced SQL scripts in PostgreSQL to join, cleanse, and **restructure** over 50,000 records, reducing data **redundancy** by 40% and **accelerating** complex sales analytics queries by 60%.

Video Game Market & Ratings Analysis(SQL)
Datacam Real World Projects · short-link.me/17C4G · August 2025 – August 2025
- **Analyzed** 400+ video game records with SQL joins, aggregations, and set operations to examine sales and ratings.
- **Identified** top-selling titles such as Wii Sports (**82.9M copies**) and Mario Bros. (**40.2M copies**), confirming Nintendo's dominance with 7 of the top 10 games.
- **Found** the highest-rated gaming years (1998, 2004–2010), with critic scores averaging **9.3** and user scores **9.4**.

International Debt Analysis(SQL)
Datacamp Real World Projects · tinyurl.com/Int-debt-Analysis · August 2025 – August 2025
- **Analyzed** World Bank international debt dataset covering **124 developing countries** using SQL aggregations and filtering.
- **Identified** China as holding the **highest overall debt ($285.8B)** and Timor-Leste as recording the **lowest repayments ($825K)**.
- **Created** summary tables and visuals to compare debt levels and repayment patterns across countries.

Sales Performance Analysis(Power-BI)
Datacamp Real World Project · short-link.me/17C6x · August 2025 – August 2025
- **Developed** a Power BI dashboard analyzing **10K+ sales transactions** across regions, categories, and segments to track revenue, profit, and KPIs.
- Built **interactive** reports using **DAX functions** (CALCULATE, RANKX, time intelligence) to reveal seasonal trends and identify **top** 10 products by profit.
- **Delivered** insights on shipping modes and discounts, uncovering opportunities to improve profitability by **8–12% across regions**.

E-commerce Performance (Case Study)(Power-BI)
Datacamp Real World Project · tinyurl.com/Ecom-Data-Istiak · August 2025 – August 2025
- **Built** an interactive Power BI dashboard analyzing **50K+ orders** across **50 states and 6 regions**, covering customer LTV, sales, and profit trends.
- **Highlighted** high-value states (California, Florida, Illinois) and top categories (Electronics, Grooming, Food), which drove **65% of total profit**.
- **Uncovered** shipping inefficiencies through scenario analysis, identifying **$118K in potential savings** and frequent item pairings for cross-sell opportunities.

HR Analytics in Power BI
Datacamp Real World Project · tinyurl.com/Hr-data-Istiak · August 2025 – August 2025
- **Built** an HR dashboard to monitor **1,470 employees** (1,233 active, 237 inactive), with views on demographics, hiring, and attrition.
- **Analyzed** an attrition rate of **16.1%**, revealing high-risk roles such as recruiters and sales reps, along with travel and overtime as key factors.
- **Tracked** employee satisfaction, life balance, and performance metrics, enabling HR leaders to address retention and diversity gaps.

EDUCATION

B.Sc. in [CSE]
Dhaka Green University Of Bangladesh · Dhaka · 2013 · 3.75

CERTIFICATIONS

Google Advanced Data Analytics Professional Certificate — Google (Coursera)

IBM Data Analyst Professional Certificate — IBM (Coursera)

Microsoft Certified: Power BI Data Analyst Associate (PL-300) — Microsoft

CompTIA Data+ Certification (CompTIA)

Certified Business Analysis Professional™ (CBAP®) Specialization — IIBA (Coursera)

Meta Data Analyst Professional Certificate — Meta (Coursera)

Google Data Analytics Professional Certificate — Google (Coursera)

Microsoft Power BI Data Analyst Professional Certificate — Microsoft (Coursera)

Google IT Support Professional Certificate—Google (Coursera)
Full certification links available on LinkedIn: linkedin.com/in/istiak-data-analyst

SKILLS

Python (Pandas, NumPy, Scikit-learn), SQL

Power BI, Tableau, Matplotlib, Seaborn

Regression, Classification, Clustering, Forecasting

Data Cleaning, ETL, Statistical Analysis, A/B Testing

Excel, Power Query, Dax, Git