

Akash Kumar

Ranchi, Jharkhand, India

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 Portfolio: <https://itsaakashgupta.github.io/AkashTheAnalyst/>

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 GitHub: github.com/Itsaakashgupta

Professional Summary

Entry Level and certified Data Analyst with hands-on experience in **SQL, Excel, Tableau, and R**. Adept at leveraging data to uncover actionable insights, design compelling dashboards, and translate complex information into clear visual stories. Eager to apply a unique blend of **analytical skills and behavioral insights (from Psychology background)** to drive data-driven decision-making in an entry-level analyst role.

Projects

Netflix Data Exploration Using PostgreSQL

[GitHub Link](#)

- **Analyzed** over **6,000 Netflix titles** using **PostgreSQL** to identify content trends by genre, release year, and country.
- **Identified** significant shifts in original content production and key global content hubs, delivering actionable business insights through the use of **joins, CTEs, and aggregations**.

Sales Performance Dashboard in Excel

[GitHub Link](#)

- **Developed** an interactive sales performance dashboard in **Excel**, incorporating pivot tables, slicers, and dynamic charts.
- **Visualized key performance indicators (KPIs)**, including total sales and regional performance metrics, enabling quick executive reporting and informed decision support.

Sales Insights Dashboard in Tableau

[Tableau Public Link](#)

- **Built an interactive Tableau sales dashboard** featuring dynamic filters, KPIs, and visual breakdowns by region, time, and sub-category to deliver clear business insights.

- **Enabled data-driven decision-making** by highlighting performance trends, optimizing storytelling with clean layout, and showcasing key profit and quantity metrics.
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Technical Skills

- **Programming Languages:** SQL, R
 - **Data Visualization & BI Tools:** Tableau, Microsoft Excel
 - **Data Analysis Skills:** Data Cleaning, Data Modeling, Dashboard Design, Data Visualization, Exploratory Data Analysis (EDA)
 - **Other Tools:** CRM Software, Prompt Engineering (if applying for roles that might involve GenAI)
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Certifications

- **Google Data Analytics** – Coursera (Issued: Nov 2024)
[View Certificate](#)
 - **Google AI Essentials** – Google (Issued: Sep 2024)
[View Certificate](#)
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Work Experience

Branch Relationship Executive

Randstad (SBI Credit Cards), Ranchi | Apr 2024 – Jul 2024

- Represented SBI Credit Card products at bank partner branches.
- Collected customer interaction data and provided daily sales insights.
- Supported customer engagement through presentations and direct marketing.

Customer Care Executive

Ayuda Solutions Pvt. Ltd. (OYO), Ranchi | Oct 2022 – Dec 2022

- Handled 80+ inbound hotel booking calls daily.
- Applied upselling techniques, boosting conversions by ~10%.
- Used CRM software to track and resolve customer issues efficiently.

Education

Ram Lakhan Singh Yadav College, Ranchi

Bachelor of Arts in Psychology | Aug 2021 – Jul 2024

Marwari College, Ranchi

Intermediate (10+2) – Education & Teaching | 2019 – 2021

Adarsh Vidya Mandir, Ranchi

Secondary Education – Scored 90% | Apr 2018 – Mar 2019

Languages Known

- Hindi (Native)
- English (Fluent)