

VISHAL ANAND

+91-7989353480 | anand24061998@mail.com | Hyderabad, Telangana | [LinkedIn](#) | [GitHub](#)

CAREER SUMMARY

Detail-oriented and analytical professional with 3+ years of cross-functional experience in customer service and business development, now transitioning into Data Analytics. Adept at uncovering insights from large datasets, streamlining processes, and improving decision-making through data. Demonstrated ability to apply tools like SQL, Excel, Power BI, and Tableau in real-world scenarios to drive operational efficiency and sales performance. Leveraged strong communication and stakeholder engagement skills to present actionable insights to cross-functional teams. Recently completed Google Data Analytics Certification and currently pursuing an MBA in Business Analytics. Passionate about turning data into impactful strategies that enhance business outcomes.

EXPERTISE

KPI Tracking | Data Quality Monitoring | Customer Support | CSAT | Critical Thinking | Problem-Solving | Cross Functional Collaboration

TECHNICAL SKILLS

Python (Pandas, Numpy, Seaborn, Matplotlib) | SQL (Joins, Subqueries, Aggregations) | Excel (Pivot Table, Power Query, DAX) | Data analysis | Power BI, Tableau | R | SAS

PROFESSIONAL EXPERIENCE

Contact Centre Executive
HSBC, Hyderabad | Nov 2022 - Nov 2024

- Collected, organized, and analyzed large sets of customer interaction and transaction data using **Excel**, **SQL**, and **Power BI** to support business intelligence and operational improvements.
- Built real-time dashboards and **visualisations** to track key service performance indicators (**AHT**, **CSAT**, **FCR**), enhancing data-driven monitoring and resource planning.
- Spoke directly with customers to resolve complex banking queries with empathy and clarity, consistently maintaining high quality scores and **low Average Handling Time (AHT)**.
- Delivered excellent customer experience by actively listening, troubleshooting issues promptly, and ensuring first-contact resolution in compliance with service protocols.
- Presented detailed **data-driven reports** and insights via **PowerPoint** to leadership, driving improvements in customer experience management.
- Conducted **predictive analytics to detect transaction fraud patterns**, improving **risk management** and operational security strategies.
- Ensured data accuracy, quality monitoring, and reporting needs were met through regular audits and collaboration with cross-functional teams, including **Risk**, **Compliance**, and **Operations**.


Business Development Associate
BYJUS, Hyderabad | Dec 2020 - Sep 2022

- Analyzed sales and customer engagement data using **SQL** and **Excel**, identifying critical patterns and trends to improve lead targeting and business performance.
- Developed **interactive dashboards** in **Tableau** and provided visualization-driven reporting to sales and training teams, supporting strategic decision-making.
- Planned and monitored onboarding program outcomes, building performance tracking models that helped optimize employee training initiatives.
- Delivered actionable findings and business recommendations through regular stakeholder reporting sessions, ensuring alignment with organizational goals.
- Ensured data reporting consistency and maintained data quality standards across different sales regions.

EDUCATION

MASTER'S DEGREE Business Analytics MBA BITS PILANI	2024 – 2026
BACHELOR'S DEGREE Electronics and Communication Engg. BTech Aditya Engineering College	2016 – 2020

CERTIFICATION

- **Google Professional Data Analytics** - Coursera -  [Certificate](#)
- **SAS Certified Specialist: Base Programming**
- **GEN AI Certification** – Kaggle

PROJECTS

1. **AI-powered Financial Audit Assistant**

- Developed a Streamlit application to automate document search in financial audits.
- Integrated LangChain and Openai GPT for natural language querying.
- Ingested and chunked audit PDFs using a document loader pipeline.

2. **Gold Price Prediction**

- Built a machine learning model to predict gold prices using historical economic data.
- Utilised Scikit-learn, Random Forest, XGBoost, Pandas, and Seaborn for modelling and analysis.
- Conducted thorough exploratory data analysis (EDA) to uncover key trends and patterns.
- Compared multiple models and evaluated performance using accuracy metrics.

3. **BellaBeat Data Insights (Case Study - Google Capstone Project)**

- Conducted in-depth exploratory data analysis on BellaBeat's smart device data to uncover usage trends and health patterns.
- Cleaned and transformed data using **Pandas** and **NumPy** for efficient analysis.
- Applied data visualisation techniques using **Matplotlib**, **Seaborn**, and **Tableau** to present insights.
- Identified key user behaviour metrics to support BellaBeat's product strategy.
- Provided actionable business recommendations based on data-driven findings.

KEY COMPETENCIES

- Business Data Collection and Organisation
- Data Analysis and Visualisation
- Executive Reporting and Stakeholder Communication
- Data-Driven Planning and Monitoring
- Data Quality Assurance and Metric Tracking

LANGUAGES

- German - Basic
- English - Proficient
- Hindi - Proficient
- Telugu - Proficient