

# A.Karthiga

## Data Analyst

### My Contact

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### Technical Skill

- Proficient in usage of Tableau & Power BI
- Fundamentals of python & SQL
- Data cleaning, transformation and preprocessing techniques using tools like Python (Pandas, NumPy) and Excel.

### Soft Skill

- Analytical Thinking
- Decision making
- Communication
- Problem Solving
- Time Management

### Education Background

- 2010–2014: Bachelor of Engineering, CSE  
*Meenakshi College of Engineering, Chennai.*  
76%
- 2010: HSC in Computer Science  
*Holy Cross Matriculation School, Chennai*  
82%
- 2008: SSLC  
*Holy Cross Matriculation School, Chennai*  
86%

### Languages Known:

Fluent: English, Beginner and Intermediate: Hindi, Telugu and Malayalam.

### Career Objective

To secure a challenging position as a data analyst in a dynamic organization where I can apply my analytical skills and contribute to data-driven decision-making processes.

### Professional Experience

Groupon Shared Services | Consultant

2019–2023

Key responsibilities:

- Handled U.S, U.K, UAE, I.E, AU customers based on the deals they have purchased in the website.
- Resolving all the time based queries on time in relations with supervisor teams.
- Have handled all pilot batches for new sections of projects in all aspects.

Sutherland, Amazon | Consultant

2015 – 2019

Key responsibilities:

- Have handled Business to Business, Business to Customer queries.

### Achievements

May 2023      Certificate programme  
on Data Analytics :  
360DigiTmg

### Projects:

#### Forecasting the Pharmacy Medicines and Optimization

Business Problem: Bounce rate is increasing leading to customer dissatisfaction.

Business Solution: Designed an analytical dashboard to identify drugs with highest return rate and analyse the sales performance of the drugs.

Technology Stack:  
Database: PostgreSQL, Excel  
Visualization Tools: Power BI

Benefits: Met success criteria by reducing bounce rate.