JEBERSON JOE J

Junior Data Analyst

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PROFESSIONAL SUMMARY

Highly motivated and detail-oriented professional with **1 year** of experience as a Customer Support Executive, now transitioning into a **data analytics** career after completing a specialized data analytics course. Proficient in **Python**, **SQL**, **Power BI**, **Tableau**, and **Excel**, with hands-on experience in data extraction, transformation, and visualization. Successfully executed the **Amazon Product Performance Analysis project**, utilizing **web scraping**, data modeling, and interactive dashboards to uncover actionable insights. Strong analytical mindset, problem-solving skills, and technical expertise, ready to drive data-driven decision-making and support business growth in a data analytics role.

TECHNICAL SKILLS

- Programming: Python (Pandas, NumPy, matplotlib, seaborn)
- Data Visualization & Reporting: Power BI, Tableau, DAX
- Web Scraping (BeautifulSoup, requests)
- Database Management: SQL
- Data Processing: Data Wrangling, Data Analysis
- Advanced Excel (Power Query, Pivot Tables)

SOFT SKILLS

- Strong communication skills to effectively convey ideas and insights.
- Collaborative team player, skilled in working with cross-functional teams.
- Analytical thinker with excellent problem-solving abilities.
- Adaptable and quick learner, thriving in dynamic environments.

EDUCATION

Bachelor of Science
Information Technology
Sri Krishna Adithya College of Arts And Science
2020-2023

PROJECTS

Amazon Product Performance Analysis

Tools: Python, Power BI, Excel, DAX

- **Data Extraction & Cleaning**: Scraped 100+ product data points (names, prices, ratings, reviews) from an Amazon webpage using **Python** and **BeautifulSoup**. Cleaned and transformed the data in **Excel** with **Power Query**, calculating discounts and standardizing formats for consistent analysis.
- **Data Modeling & Analysis**: Created a robust data model in **Power BI** using **DAX** to calculate key metrics like average discounts, product popularity trends, and dynamic insights into different product categories. This allowed for accurate trend forecasting.
- **Data Visualization & Reporting**: Developed interactive Power BI dashboards to visualize key findings:
  - Top 10 most purchased products, categorized by sales volume.
  - Rating distributions across product categories, highlighting trends in customer feedback.
  - Monthly purchase trends to uncover seasonal variations and product demand.
- **Key Insights & Impact**: Identified pricing strategies influencing sales performance and the significant role of reviews in driving product popularity. Delivered actionable insights to stakeholders, enabling data-driven decision-making and improved sales strategies.

EXPERIENCE

Customer Support- Executive

Aug 2023 - Dec 2024

Technosoft Global Services P LTD

- Handled an average of over **50** customer inquiries each day across various channels, including phone and email, while ensuring timely and accurate responses.
- Resolved **90%** of customer issues during the initial contact, resulting in a substantial increase in customer satisfaction ratings.
- Managed and updated customer accounts in the CRM system, ensuring that information for over **1,000** clients remained accurate and current.
- Collaborated with cross-functional teams to escalate complex issues, leading to a **25%** reduction in resolution time for escalated cases.
- Conducted follow-up calls and emails with customers to ensure complete satisfaction, achieving a **95%** positive feedback rate in customer surveys.
- Facilitated the training of new team members, streamlining the onboarding process by **30%** through the development of training materials and conducting shadowing sessions.
- Monitored customer feedback and reported trends to management, leading to actionable insights that resulted in a **15%** increase in customer satisfaction scores over six months and a **20%** reduction in common service-related complaints.

CERTIFICATIONS

Data Analytics Certification – Qtree Technologies (July 2024 – October 2024)

- Developed expertise in **Data Analysis**, **Power BI, SQL, DAX, ETL, Data Cleaning, and Data Visualization.**
- Completed real-world projects focusing on **data modeling**, **business intelligence**, and creating actionable **dashboards** to drive data-driven decision-making.

Data Analysis with Python – Coursera (IBM) | November 2024

- **Skills Acquired:** Model Selection, Data Analysis, Python Programming, Data Visualization, Predictive Modeling
- Learned Python-based data analysis techniques using Pandas**,** NumPy, and **Matplotlib**.
- Performed **Exploratory Data Analysis** (EDA) and developed **predictive models** to interpret data and generate actionable predictions.

Pandas for Absolute Beginners – Udemy | November 2024

- **Skills Acquired:** Data Cleaning, Data Transformation, Data Aggregation
- Mastered **data manipulation** with **Pandas**, including handling missing data, merging datasets, and creating efficient workflows for data analysis.

Data Manipulation in Python: Master Python, NumPy & Pandas – Udemy | October 2024

- **Skills Acquired:** Data Wrangling, Advanced NumPy, Data Processing Optimization
- Gained advanced expertise in **NumPy** and **Pandas** for large-scale data manipulation, enhancing data processing efficiency and optimizing performance.

PORTFOLIO

Web Scraping Amazon Product Data

- Built Python scripts with **BeautifulSoup** and **pandas** to automate product data extraction from Amazon for trend analysis.

Optimizing Sales and Profit

- Analyzed retail datasets using **Power BI**, **DAX**, and **Excel** to identify trends and improve profitability with interactive dashboards.

Portfolio Link: https://jeberson18.github.io/Jeberson-Joe/