JEBERSON JOE J

Junior Data Analyst

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EDUCATION

Bachelor of Science

Information Technology

Sri Krishna Adithya College of Arts And Science

2020-2023

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

- Effective Communication
- Problem Solving
- Attention to detail
- Team collaboration
- Analytical thinking

ABOUT ME

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.

PROJECT

Amazon Product Performance Analysis

Tools: Python, Power BI, Excel, DAX

- Scraped and extracted 100+ product data points (names, prices, ratings, reviews) from an Amazon webpage using **Python** and **BeautifulSoup.**
- Cleaned and transformed data in Excel with **Power Query**, calculating discounts and standardizing formats for analysis.
- Built a robust data model in **Power BI**, using **DAX** measures to calculate average discounts, product popularity trends, and dynamic category insights.
- Designed interactive Power BI dashboards to visualize:
  - Top 10 most purchased products.
  - Rating distributions across categories.
  - Monthly purchase trends.

Key Insights: Identified pricing strategies, sales trends, and the impact of reviews and ratings on product popularity.

Result: Delivered actionable insights that demonstrate end-to-end analytics skills, from data extraction and cleaning to visualization and reporting.

EXPERINCE

Customer Support- Executive

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.

CERTIFICATIONS

Data Analysis 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.

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

- **Skills Gained:** 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.

Pandas for Absolute Beginners – Udemy | November 2024

- **Skills Gained:** 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 Gained:** Data Wrangling, Advanced **NumPy**, Data Processing Optimization
- Gained advanced expertise in NumPy and Pandas for large-scale data manipulation.

PORTFOLIO

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

Web Scraping Amazon Product Data
Built Python scripts with **BeautifulSoup** and **pandas** to automate product data extraction from Amazon for trend analysis.

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