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://github.com/Jeberson18/web-scraping