ARKA GHOSH
DATA ANALYST

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PERSONAL INFORMATION

Name	**ARKA GHOSH**
DOB	01.04.1992
Marital Status	Married
Languages Known	English, Bengali and Hindi

KEY SKILLS

Skill	Level
SQL	85%
MS Excel	80%
Tableau	80%
Python	80%
Active Directory	75%
Powershell	75%
Basic Troubleshooting	75%

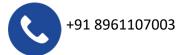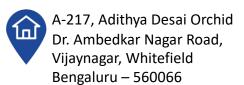## DECLARATION:

I certify that the above information is correct and true to the best of my knowledge.
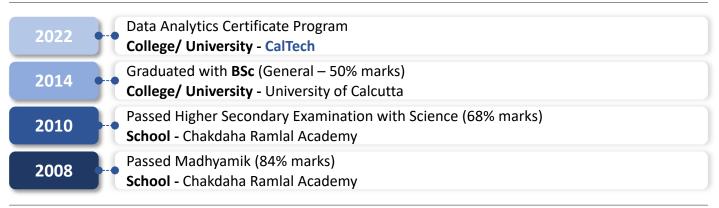
CAREER OBJECTIVE

Data Analyst with 4(+) years of relevant experience interpreting and analyzing data to drive successful business solutions with knowledge in **Data Analysis** and **Data Mining** and **Visualization**.
Seeking to apply excellent understanding of business operation and analytics tools.

EXPERIENCES (Academic)

Year	Details
2022	Data Analytics Certificate Program **College/ University - CalTech**
2014	Graduated with **BSc** (General – 50% marks) **College/ University -** University of Calcutta
2010	Passed Higher Secondary Examination with Science (68% marks) **School -** Chakdaha Ramlal Academy
2008	Passed Madhyamik (84% marks) **School -** Chakdaha Ramlal Academy

EXPERIENCES (Professional: - 7 years)

Period	Organization / Job Role
Oct, 2023 – Till date	**Organization – TCS** **Job Role –** IT Analyst
June, 2019 – Sept, 2023	**Organization – IP Soft Global Services** **Job Role –** Data Analyst
Aug, 2018 – May, 2019	**Organization – HCL** **Job Role –** Senior Analyst
March, 2017 – Aug, 2018	**Organization – CAPGEMINI** **Job Role -** Software Associate
Sept, 2016 – March, 2017	**Organization – CONCENTRIX** **Job Role -** Practitioner

EXPOSURES:

Previous Job Roles:

- Working on day-to-day tasks on Service Now and to maintain the SLA.
- Answering day to day client's queries and providing resolutions over emails.
- Extracting of data-based reports daily, as per client's requirements – Using **SQL** in **MS Excel format.**
- Writing generic **SQL** queries to optimise and extract data.
- Interpret data and analyse results.
- Build **Tableau** dashboards based on various reports.
- Point of contact for conversion of shared mailbox and adding/removing users to one shared mailbox on request – With the help of **Powershell Scripts.**
- Delivering general reports of Users Accounts, Generic Accounts and other data – With the help of **SQL** in **MS Excel format.**
- Analysis and Representation of data as per client's requirements – In **MS Excel format.**
- Account Extension, Conversion and Deletion as per client's requirements – With the help of **Active Directory.**
- Join daily/ weekly technical calls.
- Being a team player and always putting efforts for the betterment of the team.
- Always eager to learn new tools/ software to serve the job role better.
- Troubleshooting technical/ application issues for employees.
- Technically Sophisticated Professional with ~3 years of experience in areas of IT Infrastructure operations, Incident management and Technical Support.
- Answering calls and providing Level 1 support to users, globally on Desktops, Applications, VPN clients and Office automation products.
- To perform the task pertaining to Level 1 ticket handling and remotely resolve issues faced by users related to their desktop/laptop. Create ticket and troubleshoot and/or assign it to the relevant specialist resolver group.
- Fix or Troubleshoot issues related to Network, Applications and End User Computing.
- ID administration on all authorized internal applications, systems, and Active Directory.
- Work in conjunction with the Specialist Support team and Incident Management Team.