

# Gayathri Devi

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## OBJECTIVE

To utilize my academic foundation in Business Analytics and technical skills to solve organizational challenges. I aim to contribute effectively to team success while developing innovative solutions and enhancing my professional expertise.

## EDUCATION

### Bachelors Business Administration, Business Analytics

(July 2023 - May 2026)

Mount Carmel College, Bengaluru

- Major Subjects: Excel Power BI, HRM, Data Mining, Machine Learning,
- Percentage: 83%

### Pre-University Education

(May 2021 - May 2023)

St. Francis De Sales PU College Commerce Stream (Accounts, Computer Science, Economics and Business)

- Secured: 94.69%

## TECHNICAL SKILLS

- Data Visualization with Power BI and Tableau
- Programming: C++, and Python
- Advanced Proficiency in MS Excel (Pivot Tables, Macros, Data Analysis)
- Web Development Basics: HTML
- Strong Communication and Problem-Solving Skills
- Team Collaboration and Leadership

## WORK EXPERIENCE

### Customer Support Executive, IFB

April – June 2024

Responded promptly to customer inquiries through various channels such as phone, email, and social media.

- Analysed customer needs and provided accurate and timely solutions.
- Delivered detailed product and service information to customers, ensuring satisfaction.
- Successfully resolved customer complaints and escalated issues when necessary.

### Cook N Clean, HR Intern

Oct – Nov 2024

- Successfully onboarded 2 employees for the digital marketing and content writing domains.
- Coordinated recruitment processes, ensuring smooth candidate onboarding and documentation.

## EXTRA-CURRICULAR ACTIVITIES

- Active member of the **Hindi Association** and **Psychology Association** in college.
- Volunteered for the **Institutional Social Responsibility Cell**, managing social media campaigns to increase engagement.
- Organized and participated in cultural and academic events within the college.

## HOBBIES

- Yoga (Conducting Yoga summer camp classes for school students).
- Reading self-improvement books and exploring emerging trends in business analytics.

## ACHIEVEMENTS

- Secured 1st position in an inter-college business case study competition.
- Recognized as the "Best Volunteer" in the Institutional Social Responsibility Cell for outstanding contributions.
- Achieved certification in Advanced Excel and Data Visualization from Coursera.