

Krishnapriya Ajith | Data Analyst

+91 9961086546 | krishnapriyajith002@gmail.com | [LinkedIn](#) |

Skills

- **Data Visualization & BI:** Microsoft Power BI (KPI Dashboards, Real-time Analytics, Power Query, Data Transformation, Data Modeling, Relationship Optimization, Custom Visualizations), Advanced Excel (Power Pivot, Power Query), Business Intelligence Solutions & Insights
- **Database & SQL:** PostgreSQL, MS SQL, MySQL
- **Programming & Statistical Analysis:** Python (Pandas, NumPy, Matplotlib)
- **Project Management & Collaboration:** Agile Methodology, JIRA
- **Data Analysis & Interpretation:** Data Cleaning & Validation, Data Interpretation, Market Trend Analysis
- **Soft Skills:** Strong Communication, Collaboration, Business Acumen

Education

- **Mar Athanasios College For Advanced Studies**
Master of Computer Application, Tiruvalla, Kerala | 2023 - 2025
- **School of Technology And Applied Science**
Bachelor of Computer Application, Pathanamthitta, Kerala | 2020 - 2023

Projects

E-Commerce Performance Delivery Analytics | Power BI, Power Query, DAX , Excel – [Github](#)

- Developed a performance monitoring dashboard to assess delivery delays, courier service efficiency, and customer satisfaction indicators across multiple logistics partners.
- Tracked KPIs such as on-time delivery, shipment delay causes, order volume, and customer ratings, enabling data-driven operational improvements.
- Identified bottlenecks involving courier-wise delay trends and route inefficiencies, improving fulfillment efficiency by 17%.
- Improved decision-making for vendor selection and resource allocation by providing insight into delivery performance by region and peak-time load behavior.

SQL Customer Support Analytics | SQL – [Github](#)

- Analyzed customer complaint & support ticket dataset to identify resolution performance, complaint frequency patterns, and satisfaction trends across multiple issue categories.
- Built SQL queries to compare resolution time across agents and priority levels, identifying inefficiencies that contributed to a 24% delay in response time.
- Provided insights into top recurring issue categories representing 62% of total complaints, enabling targeted service improvements.
- Recommended workflow optimization strategy that improved resolution efficiency and reduced backlog by 18%.

Traffic Violation Insights | Power BI, Power Query, DAX – [Github](#)

- Designed an interactive Power BI dashboard to analyze traffic violation patterns, including violation type, demographic segmentation, penalty impact, and city-wise violation hotspots.
- Processed and structured raw datasets in Excel, improving data quality and enabling automation of KPI calculations.
- Identified high-risk locations contributing to over 40% of violation occurrences, supporting policy improvements and targeted law enforcement deployment.
- Discovered demographic-based violation trends that improved awareness campaign planning and reduced repeat offenders by estimated 12%.

Experience

Luminar Technlab | Data Analyst Intern | June 2025

- Worked on end-to-end data projects, including data preparation, KPI reporting and dashboard development using Power BI, Excel,Python and SQL.

Certifications

- **Python Data Analytics with Power BI:** Luminar Technolab and NACTET
- **Database Management System:** By NPTEL and IIT Kharagpur
- **HP Life Data Science And Analytics:** By HP [Link](#)
- **Getting Started with Microsoft Excel:** By Coursera [Link](#)
- **Foundation of Digital Marketing and E-commerce:** By Google [Link](#)