

KRUPAL PATEL

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EDUCATION

Diploma in Computer System Technician-Networking | Georgian College, ON Sept2019 - Sept2021

- GPA(Overall): 4.00 | Relational Database, Python

SKILLS

- **Data Management:** **MS SQL:** Select, Where Join, Group By, Having, Case, CTE, Subqueries, Temp
Excel: PowerPivot, Formulas, X&V Lookup, Functions, Macros, VBA
- **Data Visualization:** **PowerBi:** Import, Transform, Modeling, Dax, Reporting, Slice-Filter, Drill-Down
- **Statistical Analysis:** **Python:** NumPy, Pandas, Matplotlib, OOP
- **Data Analysis Tools:** SSRS, Tableau, R, HTML, JavaScript, Oracle

WORK EXPERIENCE

Junior Data Analyst

Remote

Softvan Pvt Ltd

August2022 – Present

- Increased data processing efficiency by data cleaning, resulting in 20% reduction in processing.
- Created visually appealing reports and dashboards using Power BI and Tableau, which improved data visualization and communication, resulting in a 10% increase in data.
- Developed statistical models using Python that improved decision making for insights and KPIs.
- Communicate findings to other teams and non-technical stakeholders.

Technical Support Advisor

Winnipeg, Manitoba

IntouchCX

Sept2021 – Present

- Achieved a 95% customer satisfaction rate by providing effective technical support.
- Successfully resolved 90% of technical issues within the first call, reducing resolution time by 25%.
- Streamlined documentation processes, increasing CRM data accuracy and accessibility by 20%.
- Resolved challenging situations through effective communication, fostering successful teamwork.

PROJECTS

Data Cleaning Project | SQL-Server -

January 2023

- Cleaned and standardized data from multiple databases like housing, covid, reviews etc.
- Utilized SQL queries like joins, CTEs, and aggregate functions to optimize data for visualization.
- Employed dynamic SQL to perform changes in thousands of records at a time, eliminating duplicates, standardizing formats, and enhancing data for better visualization.

Data Visualization Project | Tableau/Power BI -

January 2023

- Developed an interactive dashboard for user-friendly data exploration.
- Integrated diverse data sources, uncovering valuable insights.
- Utilized various data visualization techniques for enhanced data presentation.

CERTIFICATION AND COURSES

Querying Microsoft SQL Server with Transact SQL

February 2023

Microsoft PowerBi For Business Intelligence

August 2023