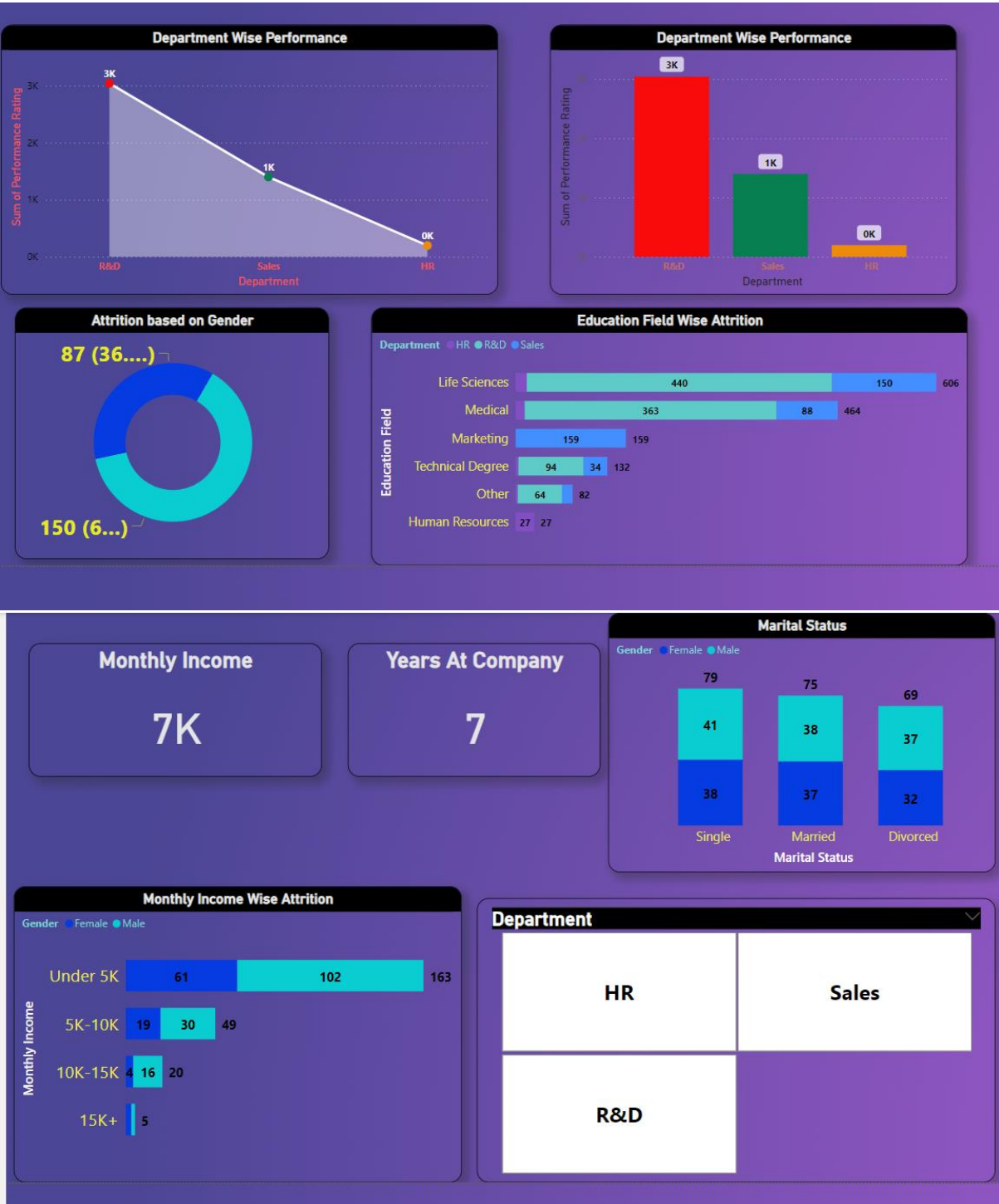
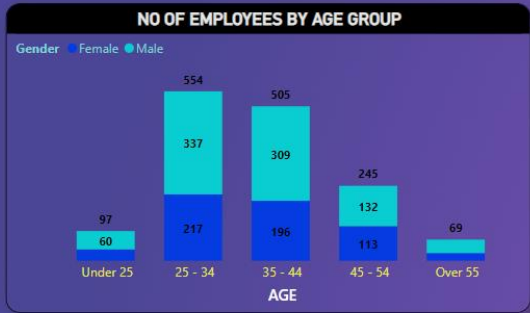


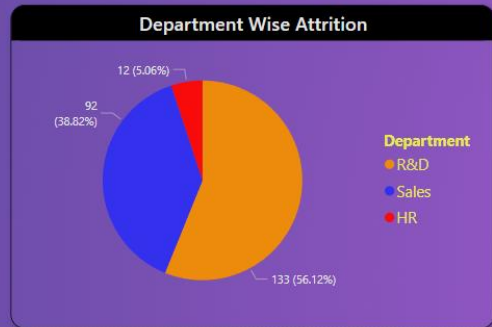
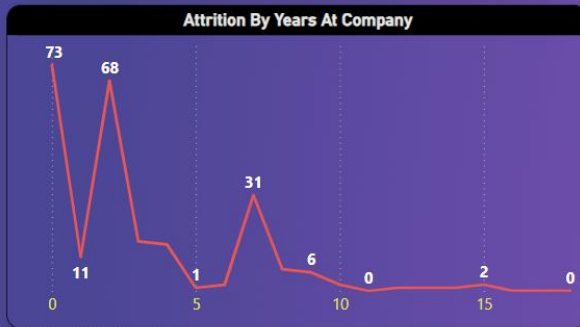
HR Analytics- Project 1





Job Role

- All
- ☐ Healthcare Represent...
 - ☐ Human Resources
 - ☐ Laboratory Technician
 - ☐ Manager
 - ☐ Manufacturing Director

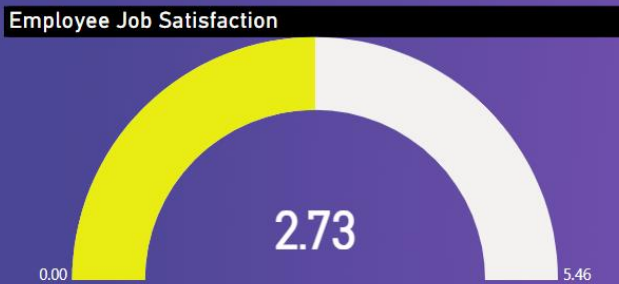


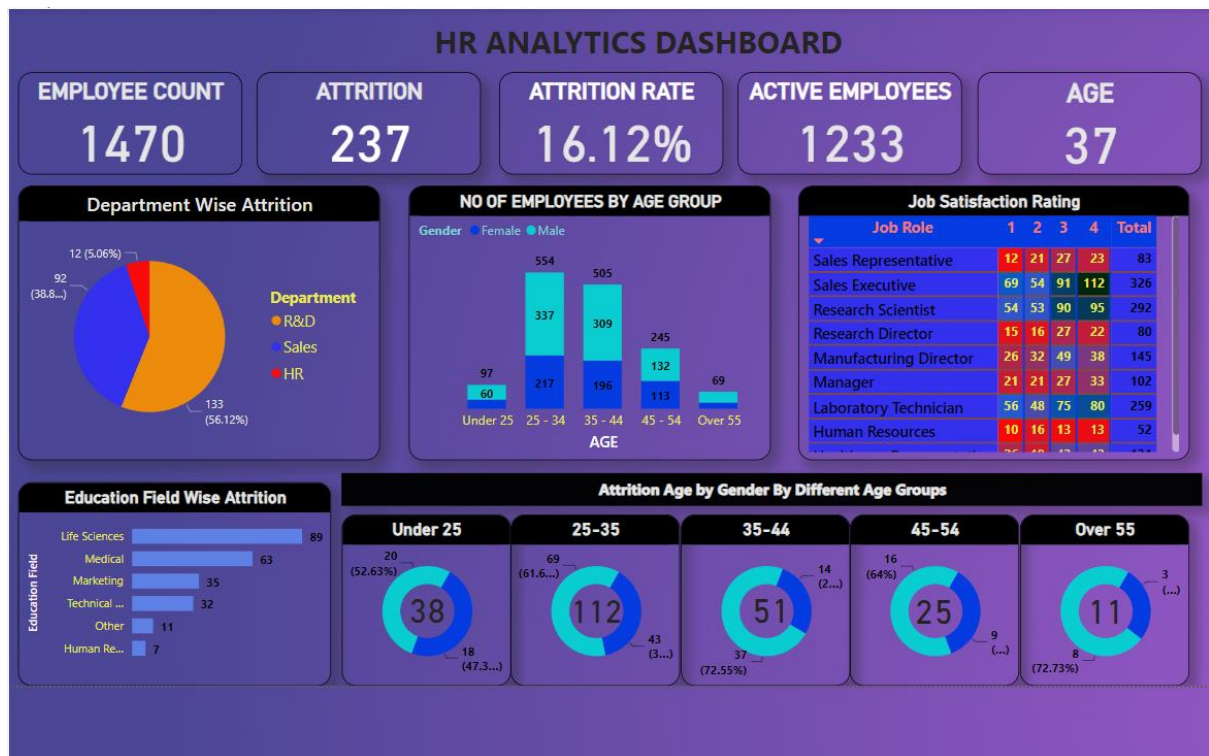
Job Satisfaction Rating

Job Role	1	2	3	4	Total
Sales Representative	12	21	27	23	83
Sales Executive	69	54	91	112	326
Research Scientist	54	53	90	95	292
Research Director	15	16	27	22	80
Manufacturing Director	26	32	49	38	145
Manager	21	21	27	33	102
Laboratory Technician	56	48	75	80	259
Human Resources	10	16	13	13	52
Healthcare Representative	26	19	43	43	131

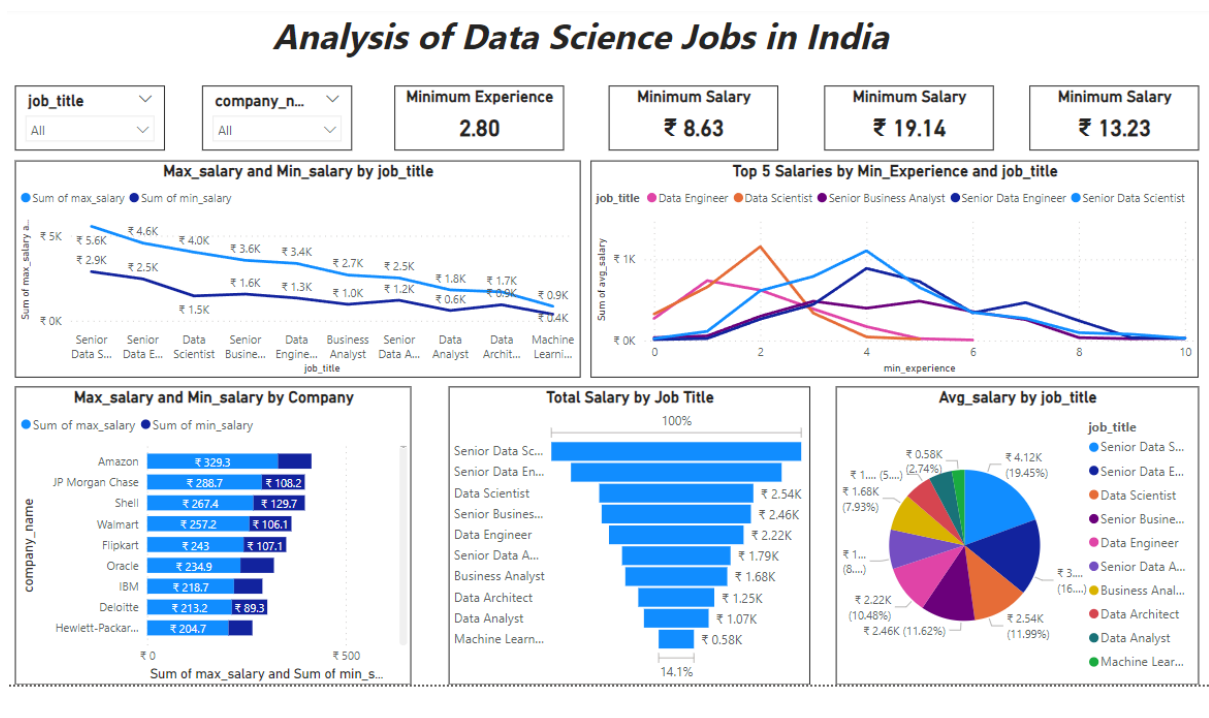
Marital Status

- ☐ Divorced
- ☐ Married
- ☐ Single

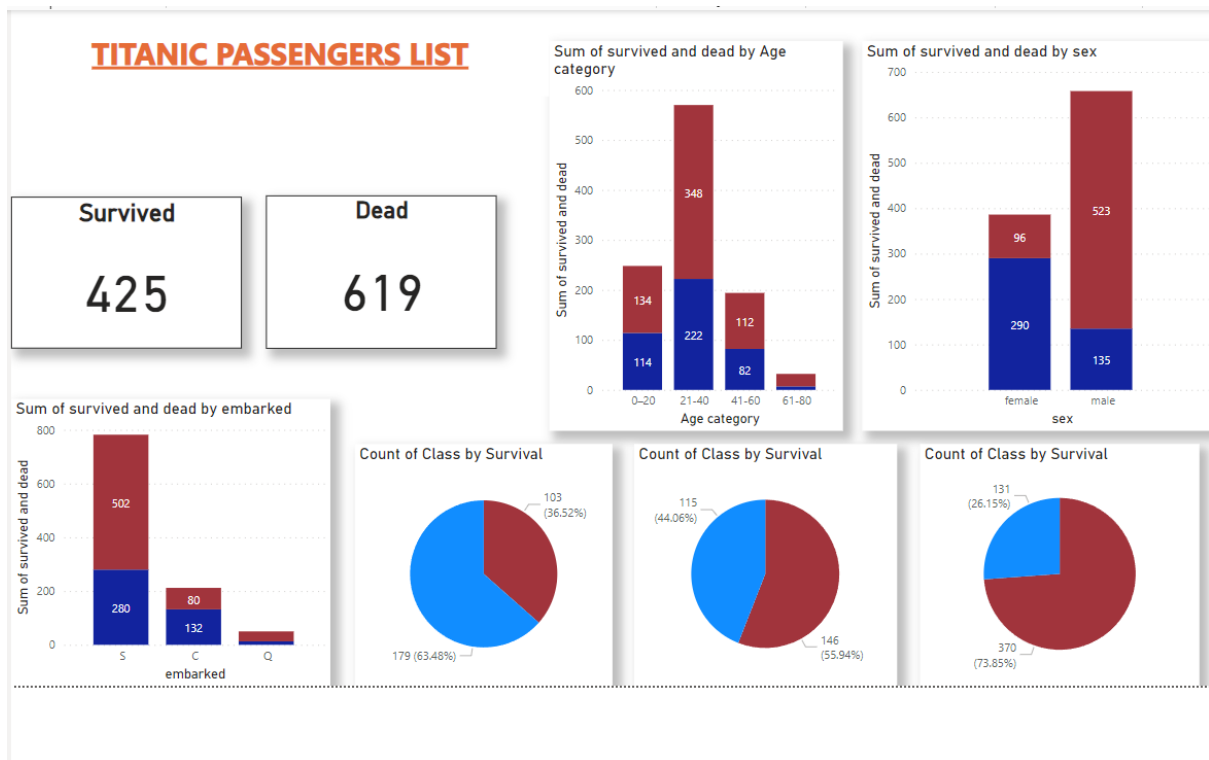




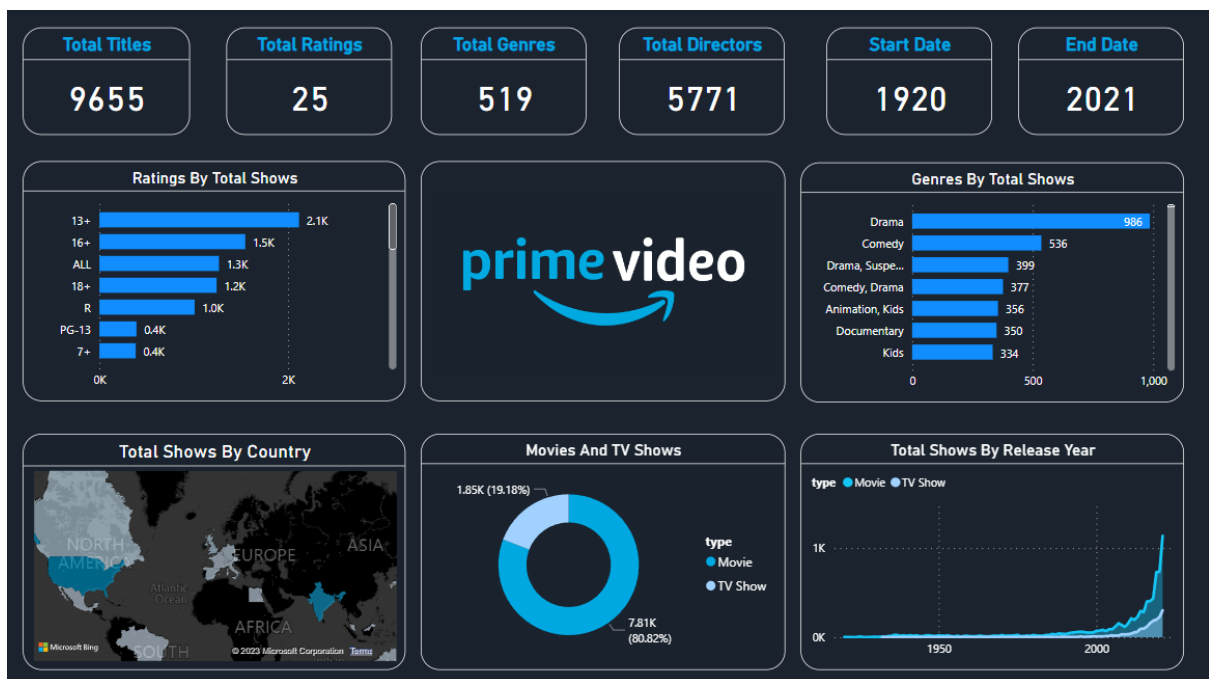
Practice Project-1



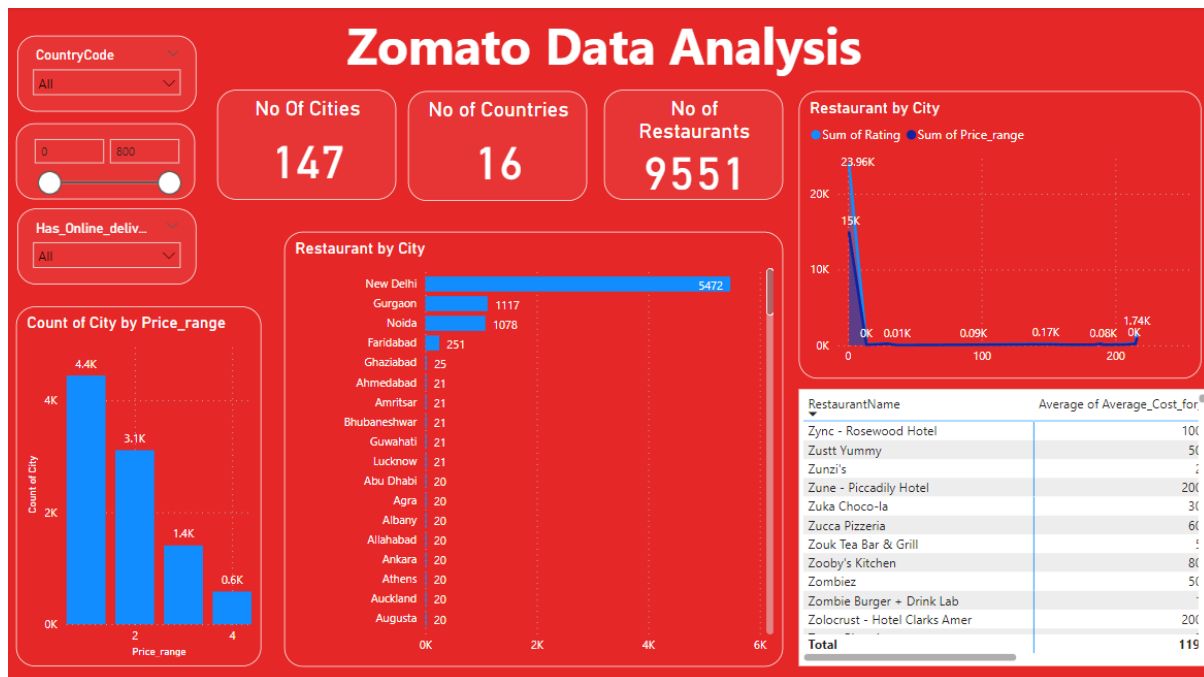
Practice Project-2



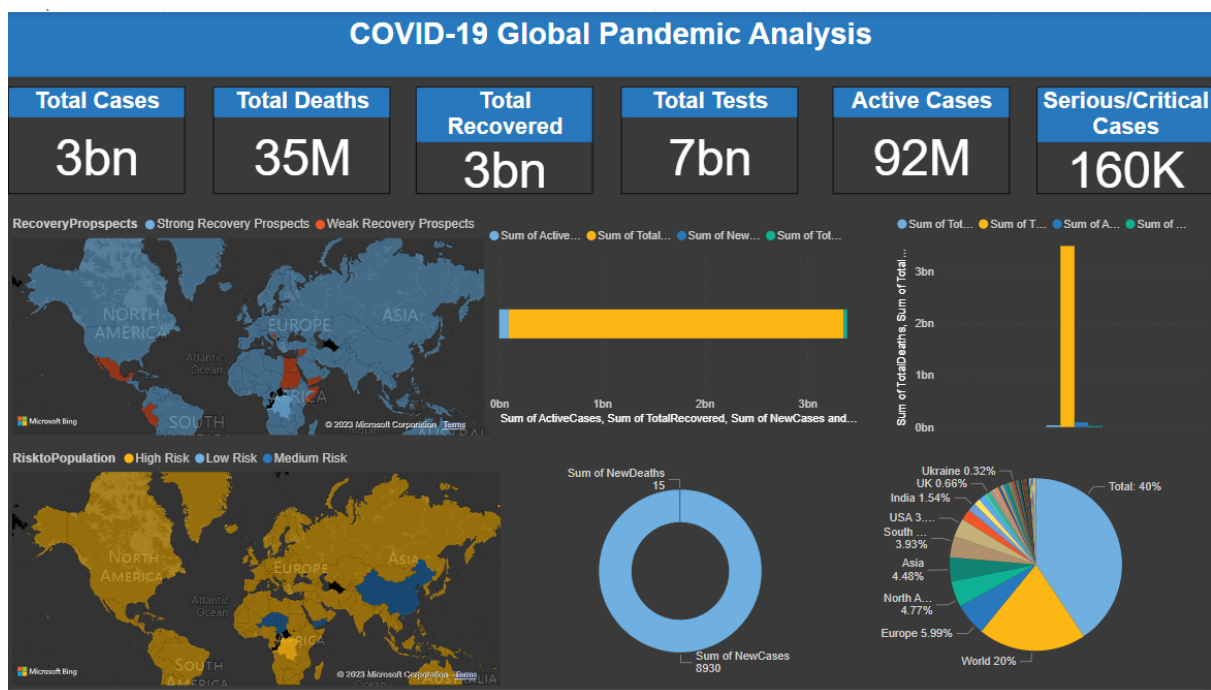
Practice Project-3



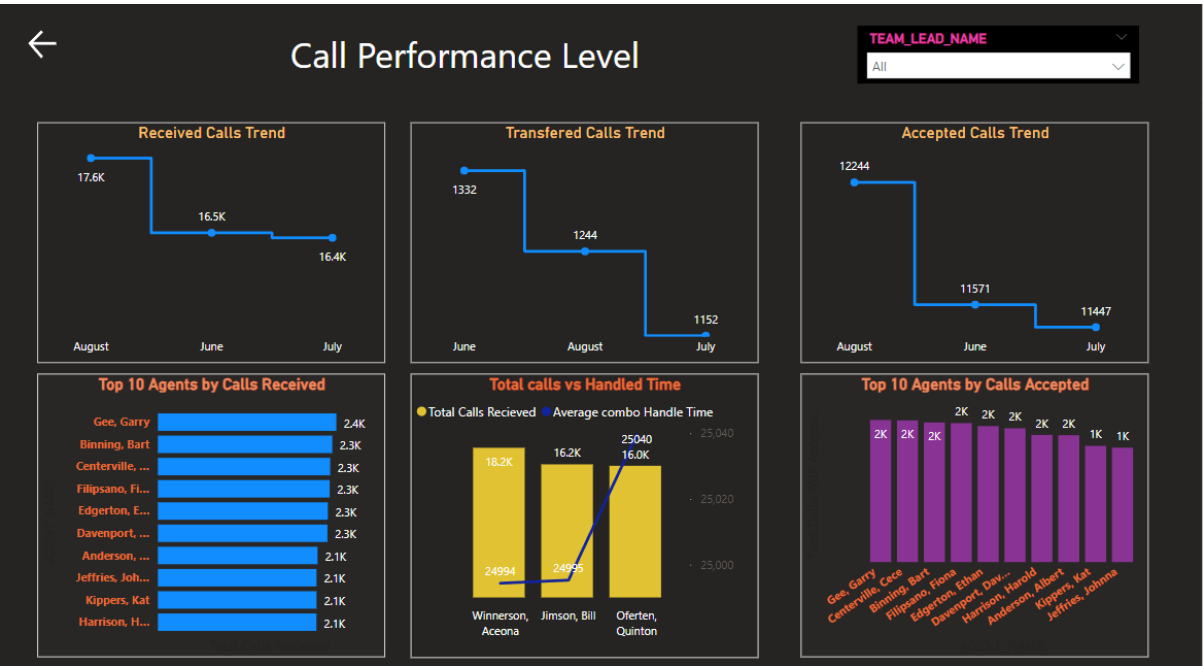
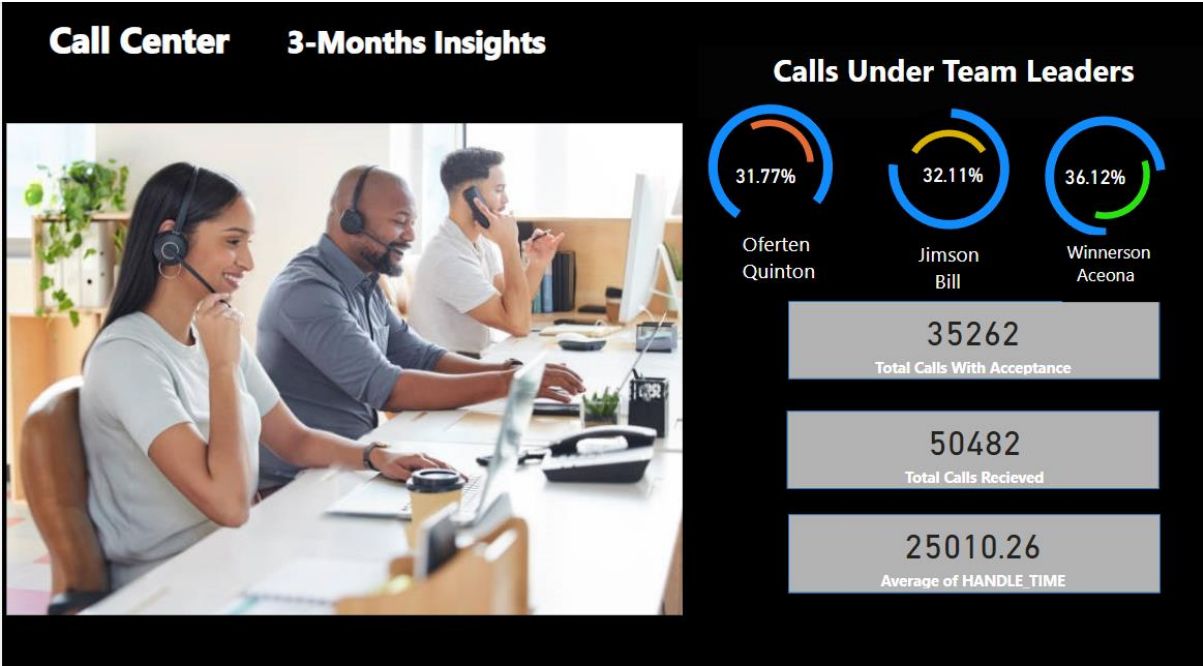
Practice Project-4



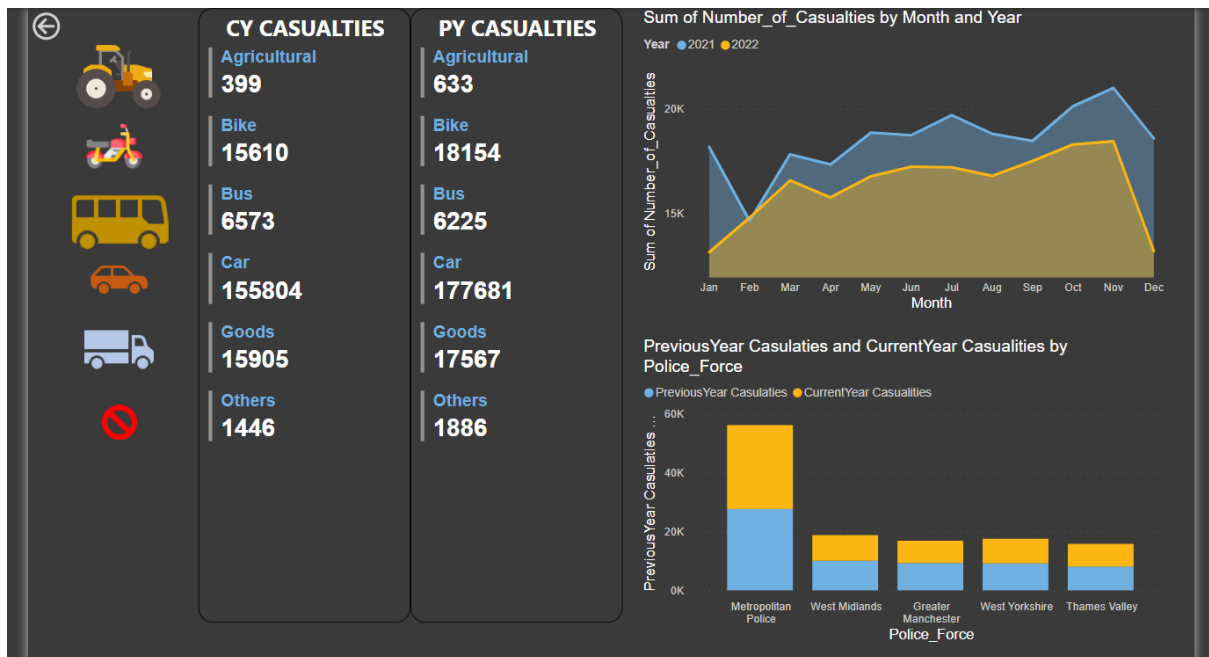
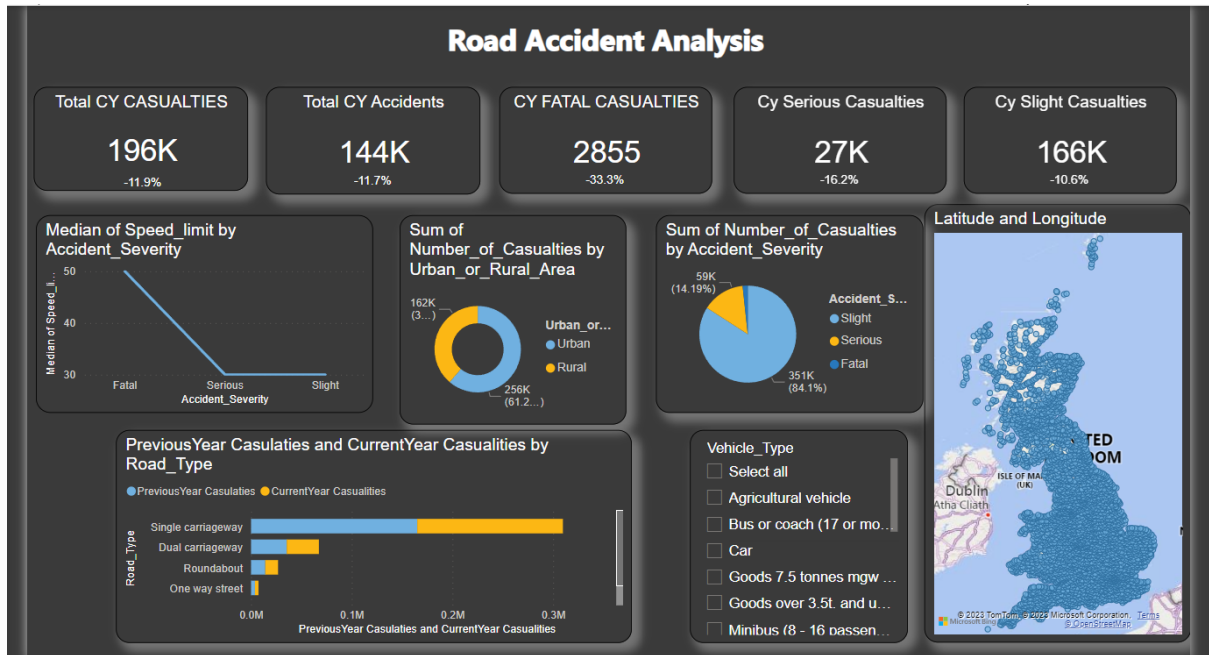
Practice Project -5



Practice Project-6



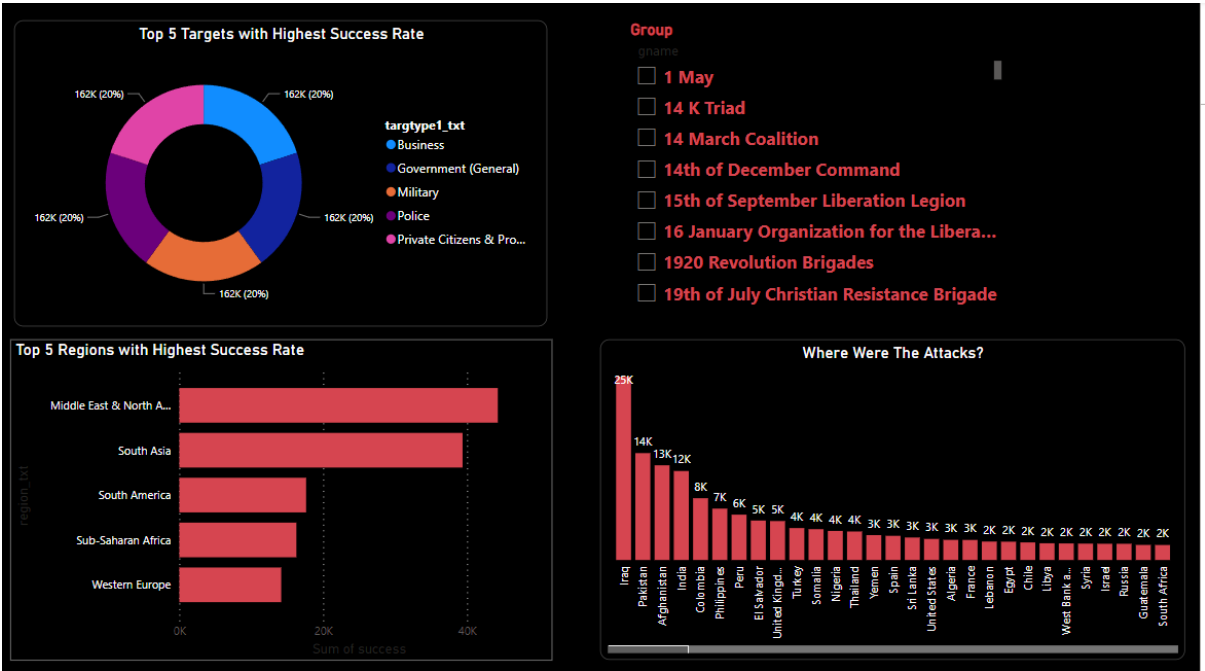
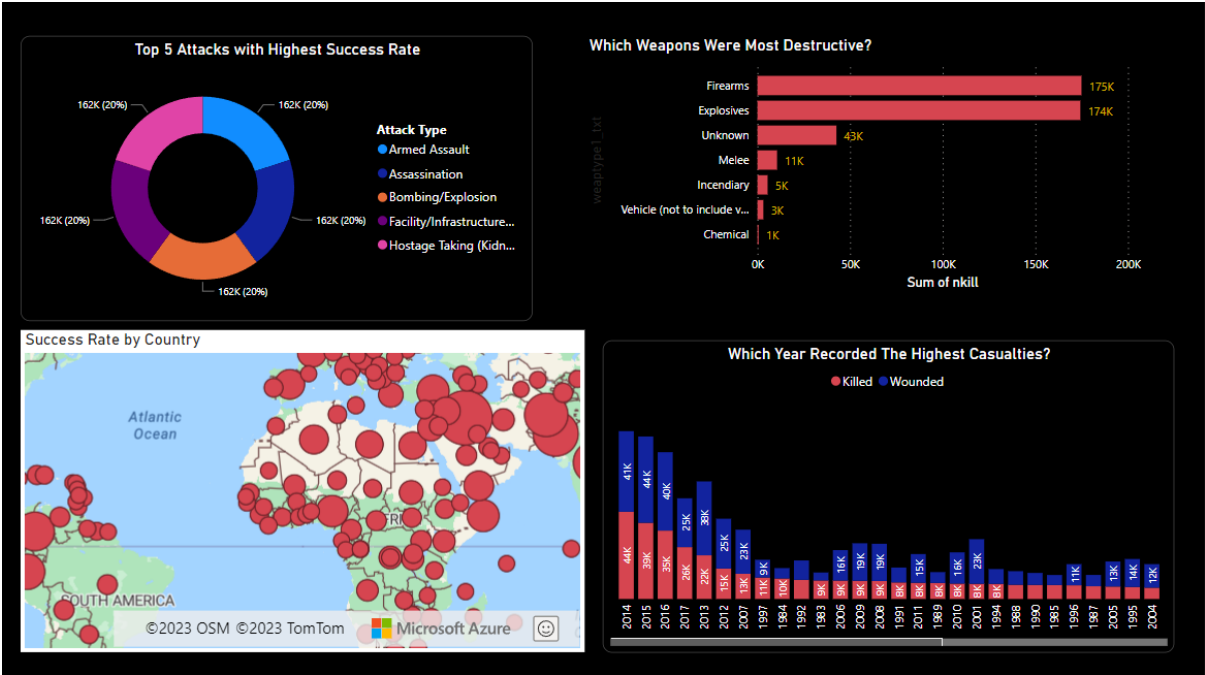
Practice Project-7

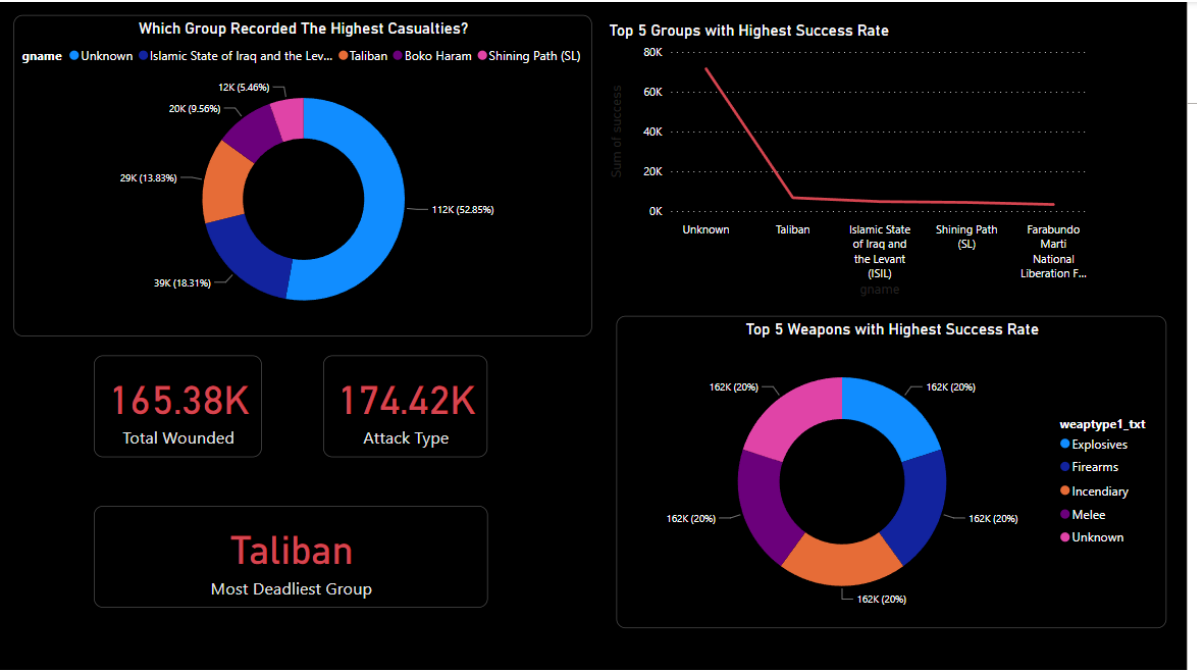


Project-2-Global terrorism



globalterrorismdb_07
18dist.csv





country_txtcityregion_txt

Afghanistan

Aab Kamra

South Asia

Afghanistan

Aabgarmak

South Asia

Afghanistan

Ab Band

South Asia

Afghanistan

Ab Band district

South Asia

Afghanistan

Ab Bashak

South Asia

Afghanistan

Ab Kamari district

South Asia

Afghanistan

Abband

South Asia

Afghanistan

Abbazhai

South Asia

Afghanistan

Abdak

South Asia

Afghanistan

Abdan

South Asia

Afghanistan

Abdul Bari

South Asia

Afghanistan

Abdul Khel

South Asia

Afghanistan

Abdul Khil

South Asia

Afghanistan

Abdul Rauf

South Asia

Afghanistan

Abdurrahim

South Asia

Afghanistan

Ab-e Jalil

South Asia

Afghanistan

Ab-e Khorma

South Asia

Afghanistan

Abgarmak

South Asia

Afghanistan

Abtauda

South Asia

Afghanistan

Abu Jan

South Asia

Afghanistan

Abu Kahn

South Asia

Afghanistan

Abu Naw

South Asia

Afghanistan

Abu Qala

South Asia

Afghanistan

Abwataw

South Asia

Afghanistan

Abyak

South Asia

Afghanistan

Achakzai

South Asia

Afghanistan

Achin

South Asia

Afghanistan

Achin district

South Asia

Afghanistan

Achin district

South Asia

Afghanistan

Ad Band district

South Asia

Afghanistan

Adadkhel

South Asia

Year

year

1970

1983

1997

2010

1971

1984

1998

2011

1972

1985

1999

2012

1973

1986

2000

2013

1974

1987

2001

2014

1975

1988

2002

2015

1976

1989

2003

2016

1977

1990

2004

2017

1978

1991

2005

1979

1992

2006

1980

1994

2007

1981

1995

2008

1982

1996

2009

State

provstate

All

3526

Total Groups

412K

Total Killed

Global Terrorism Data Analysis

Filters

Country
country
All

State
state
All

City
city
All

Region
region
All

Year
year
All

Group
gname
All

174.42K

Attack Type

412K

Total Killed

165.38K

Total Wounded

3526

Total Groups

Taliban

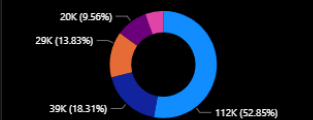
Most Deadliest Gr...

175.37K

Total Targets

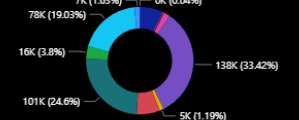
Which Group Recorded The Highest Casualties?

gname ● Unknown ● Islamic State of Ira... ● Taliban

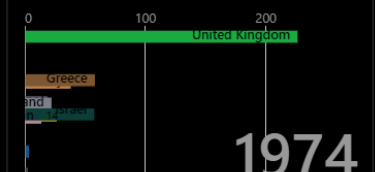


Which Region Recorded The Highest Casualties?

region_txt ● Australasia ... ● Central A... ● Central A...

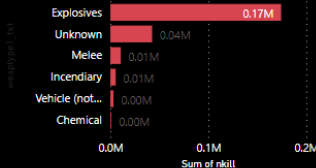


Top 7 Countries With Most Killed From 1970-2007



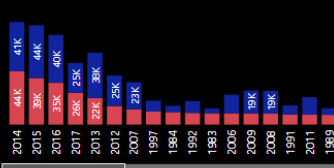
Which Weapons Were Most Destructive?

weaptype1_txt

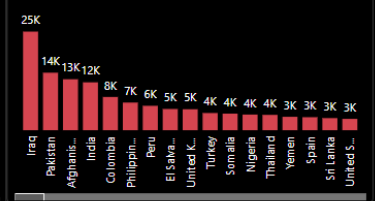


Which Year Recorded The Highest Casualties?

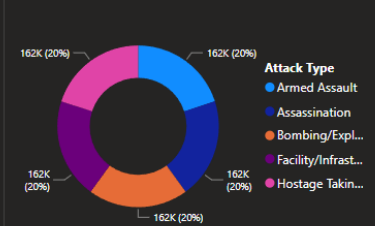
● Killed ● Wounded



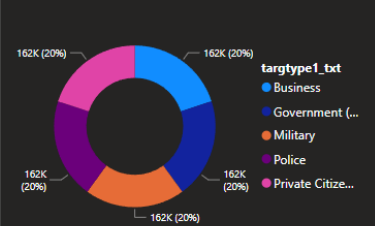
Where Were The Attacks?



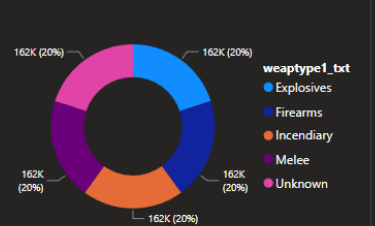
Top 5 Attacks with Highest Success Rate



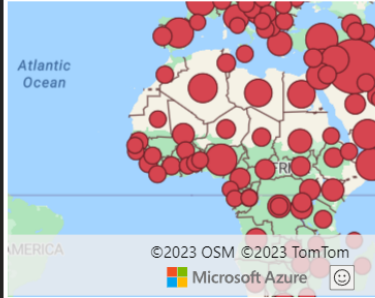
Top 5 Targets with Highest Success Rate



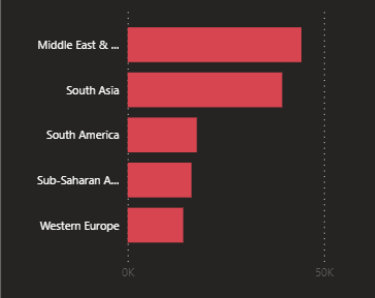
Top 5 Weapons with Highest Success Rate



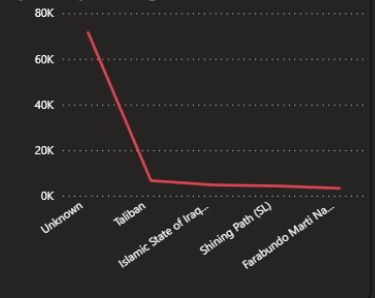
Success Rate by Country



Top 5 Regions with Highest Success Rate



Top 5 Groups with Highest Success Rate



Internships



Inspiring and empowering
future professionals

Lakshmi Chakka

Data Visualisation: Empowering Business with Effective Insights

Certificate of Completion
July 1st, 2023

Over the period of July 2023, Lakshmi Chakka has completed practical tasks in:

Framing the Business Scenario
Choosing the Right Visuals
Creating Effective Visuals
Communicating Insights and Analysis

Tom Brunskill
CEO, Co-Founder of
Forage

Enrolment Verification Code ih7ACeXhWMd38Ty3G | User Verification Code N2zuduiF2x4dJMCLD | Issued by Forage



Inspiring and empowering
future professionals

Lakshmi Chakka

Power BI Virtual Case Experience

Certificate of Completion

November 10th, 2023

Over the period of November 2023, Lakshmi Chakka has completed practical tasks in:

Introduction
Call Centre Trends
Customer Retention
Diversity & Inclusion

**Natalie Vogel |
Elisabeth Ziller**
HC Marketing &
Recruitment Leaders

Tom Brunskill
CEO, Co-Founder of
Forage

Enrolment Verification Code CPL9Moh2YtTgpBFGG | User Verification Code N2zudulF2x4dJMCLD | Issued by Forage

Total Calls

8

3.40

Average of Satisfaction rating

5000

Count of Answered (Y/N)

67.52

Average of Speed of answer in seco...

3.25

Average of AvgTalkDuration

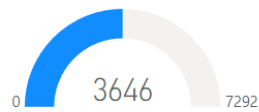
Agent
All

Topic
All

Count of Answered (Y/N) by
Answered (Y/N)

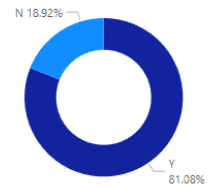
weekday
All

Count of Resolved

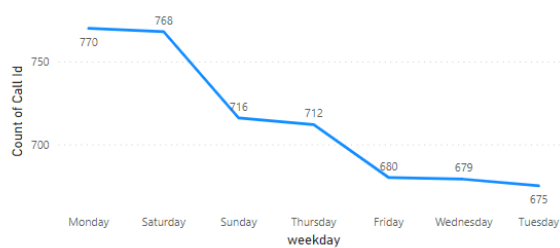


4054

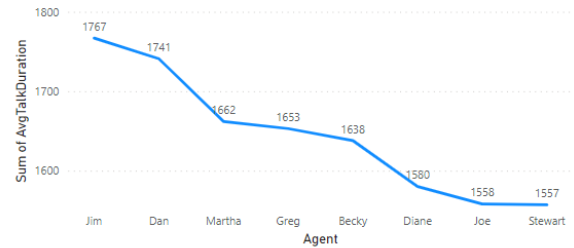
Count of Answered (Y/N)



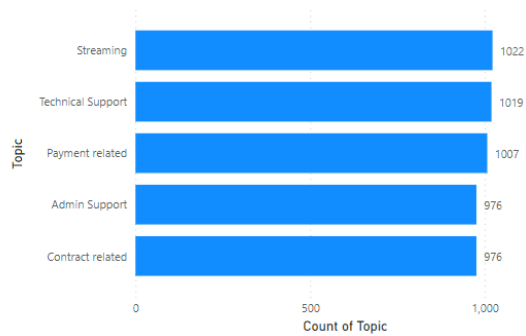
Count of Call Id by weekday



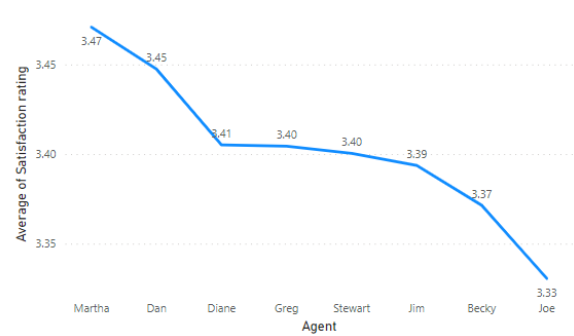
Sum of AvgTalkDuration by Agent



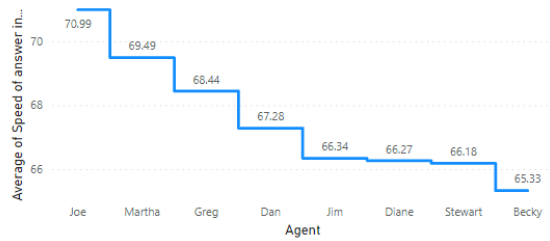
Count of Topic by Topic



Average of Satisfaction rating by Agent



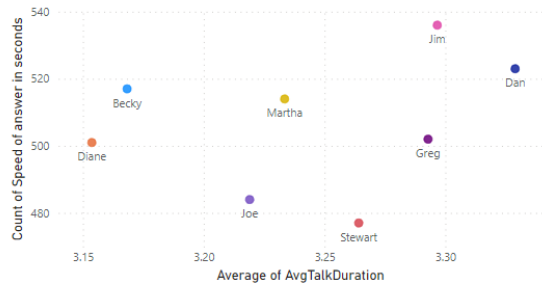
Average of Speed of answer in seconds by Agent



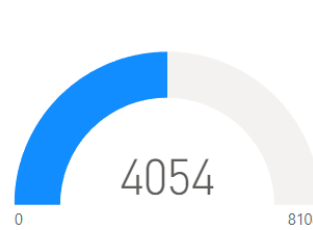
Agent

Becky	Greg	Martha
Dan	Jim	Stewart
Diane	Joe	

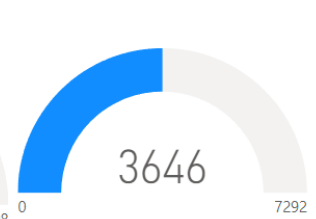
Average of AvgTalkDuration and Count of Speed of answer in seconds by Agent



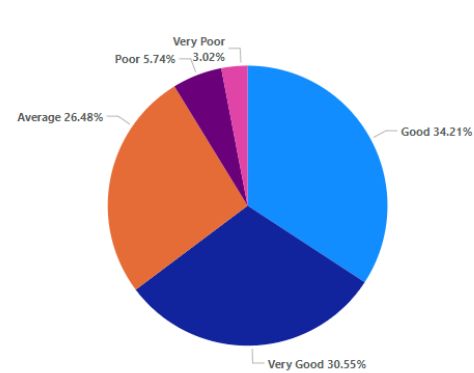
Count of Answered (Y/N) and First Answered (Y/N)



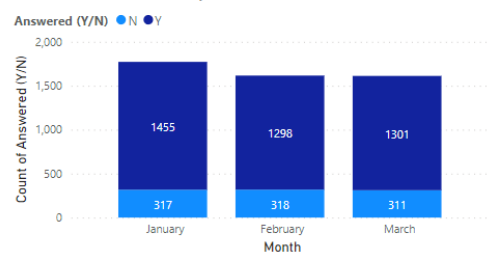
Count of Resolved and First Resolved Answered (Y/N)

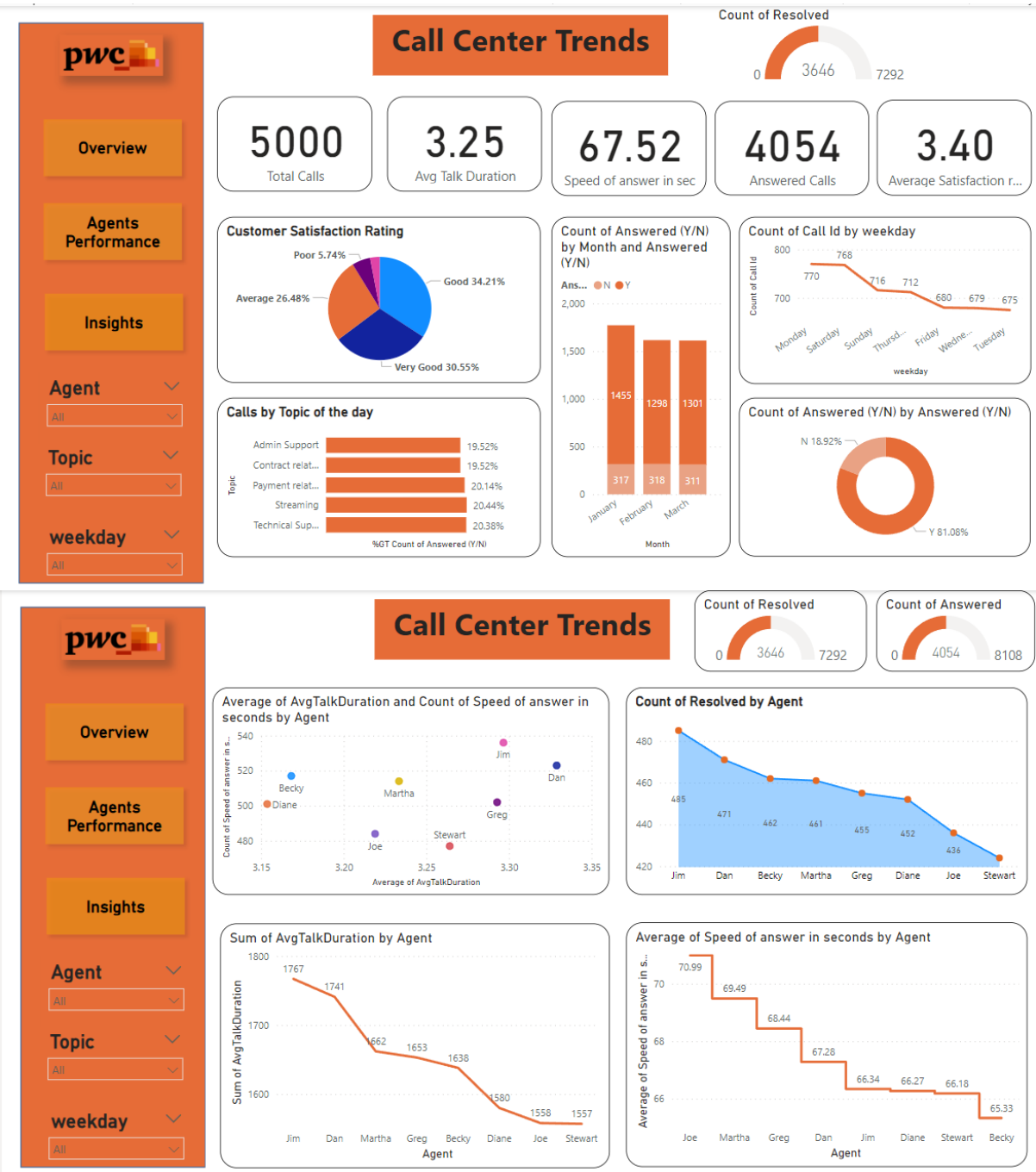


Sum of Satisfaction rating by Customer satisfaction



Count of Answered (Y/N) by Month and Answered (Y/N)







Overview

Agents
Performance

Insights

Agent

All

Topic

All

weekday

All

Call Center Trends

Insights

- Most of the satisfaction ratings from each call are 3 and 4.
- The average satisfaction rating has decreased over the span of three months. January brought the highest satisfaction rating and march the lowest.
- The percentage of issue resolved in January was the highest, with a dip in February. It increased again in march.
- The majority of calls come in the morning.
- The average speed of answer by Joe is the highest.
- The call resolution rate of Jim is the highest, even though the average speed of his answers is lower compared to those of Joe, Martha and Dan. The call answered by him are also higher than the average number of calls answered.
- Becky's speed of answer is the lowest among all, and her rate of calls resolved is higher. She is in the 5th position in the call resolution rate.
- Martha has the highest speed of answered in the sec