

MD MOBASHSHIR

Dedicated and resourceful Customer Support Executive with 1 year of experience in troubleshooting, technical assistance, and IT operations. Skilled in Excel, SQL, and Power BI through hands-on data analysis projects. Seeking a Data Analyst internship to apply analytical skills, enhance knowledge, and contribute to data-driven organizational goals.

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📍 Delhi, India

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WORK EXPERIENCE

Data Analytics (Internship) GRAStech

06/2025 - Present Noida New Delhi

Achievements/Tasks

- Assisted in data entry, reporting, or dashboard creation.
- Supported the team with Excel and database queries.
- Wrote basic SQL queries to extract and analyze business data.
- Created Excel pivot tables and charts to support monthly performance reports.
- Contributed to Power BI dashboard updates for management insights.

Customer Support Executive Sysnet Global Technologies Pvt. Ltd.

04/2024 - 06/2025 Bengaluru (Karnataka)

Tasks

- Attended laptop service calls and resolved hardware-related issues.
- Diagnose and resolve hardware/software issues to minimize downtime.
- Troubleshoot OS and software-related problems. Configured BIOS/Firmware, installed drivers, and performed component-level replacements.
- Maintained accuracy and confidentiality of sensitive information.
- Transferred data from paper formats to databases using scanners and keyboards.

EDUCATION

B.TECH (CSE)

Gandhi Engineering College, Bhubaneswar

2020 - 2024 71.9%

INTERMEDIATE (+2)

M R JANTA COLLEGE, SAMASTIPUR

2017 - 2019 62.8%

MATRICULATION

High School Warisnagar, Samastipur

2017 61%

SKILLS

Desktop Support

Troubleshooting

Windows

Operating Systems

Computer Hardware

Data Analytics

Database management

File Management

Problem Solving

PERSONAL PROJECTS

Student Performance Analysis – Excel

- Analyzed student test scores dataset using pivot tables & conditional formatting.
- Created summary reports highlighting performance trends across subjects.

Sales Performance Dashboard – Power BI

- Cleaned and transformed raw sales data (10K+ rows) using Power Query.
- Built an interactive dashboard to analyze revenue trends, top products, and regional sales.

CERTIFICATES

Accenture (Forage) (07/2024 - 08/2024)

Completed tasks in Project Understanding, Data Cleaning & Modeling, and Data Visualization & Storytelling.

Software Services and Solutions Pvt. Ltd.

(04/2023 - 06/2023)

Database, Operating System

LANGUAGES

ENGLISH	HINDI
Professional Working Proficiency	Native or Bilingual Proficiency
URDU	Arabic
Native or Bilingual Proficiency	Professional Working Proficiency

INTERESTS

Playing Cricket

Photography

Playing Football

Reading Books

Social work