**Vivek Prabhakar Maharana**

+91 8097670240

[GitHub](https://github.com/Maharana-Vivek) | [LinkedIn](http://www.linkedin.com/in/vivekmaharana) | [My Portfolio](https://vivekmaharana.netlify.app/)

[vivekmaharana016@gmail.com](mailto:vivekmaharana016@gmail.com)

# TECHNICAL SKILLS

**Programming Languages:** Python, SQL(basics)

**Visualization Tool:** Excel, Power BI

**Soft Skills:** Client Relationship Management, Effective Stakeholder management

**Technical Skills:** Advanced Microsoft Excel, Business analysis, Data analysis

# WORKEXPERIENCE

**Video Post-Production *Dec 2023-May 2024***

*Ecostem – Reap Child Organisation Mumbai, India*

* Created high-quality, visually appealing videos that boosted audience engagement and brand

awareness.

* Developed compelling short-form and long-form video content optimized for social media algorithms.
* Utilized advanced editing techniques, transitions, and effects to enhance storytelling and visual appeal.

## Customer Associate *April 2024-June 2024*

*Star Bazaar - Trent Hypermarket Ltd Mumbai, India*

* Assisted customers with inquiries, billing, and transactions, ensuring a smooth and efficient shopping experience.
* Leveraged interpersonal skills to engage with diverse customer groups, fostering positive interactions and repeat business.
* Collaborated with team members to maintain operational efficiency and enhance customer satisfaction.
  + Key Skills: Strong communication and teamwork to meet operational goals.

# PROJECTS

* **Data Storage and management:** Engineered and optimized a structured SQL database for **Fruitables**, ensuring efficient data storage, retrieval, and management of orders, payments, and user interactions. Implemented indexing and query optimization techniques to enhance database performance, reducing query execution time for order tracking and customer insights. Enabled basic data analysis and reporting, providing insights into customer behavior, sales trends, and inventory management for better decision-making. [Github](https://github.com/Maharana-Vivek/Fruitables)
* **Call Centre Analysis Using Excel:**  Designed and implemented an interactive Excel dashboard to analyze call center performance, tracking key metrics such as call volume, revenue trends, and customer satisfaction scores. Leveraged Pivot Tables, Charts, Conditional Formatting, and Data Validation to enhance data visualization and reporting accuracy. Improved decision-making efficiency by providing real-time insights, enabling a XX% reduction in reporting time and enhancing operational performance. [GitHub](https://github.com/Maharana-Vivek/Call-Centre-Analysis-)
* **Sale Data analysis Using Excel:** Designed an interactive Excel dashboard to analyze sales data, uncovering revenue trends, customer demographics, and purchase behavior for strategic decision-making. Created dynamic charts, pivot tables, and heatmaps to identify top-selling products, order breakdowns, and regional sales performance. Utilized PivotTables, conditional formatting, and data validation to streamline analysis and improve data interpretation. Transformed raw sales data into actionable insights, supporting data-driven decision-making for improved sales performance and customer engagement. [Github](https://github.com/Maharana-Vivek/Diwali-Sales-Analysis)

# EDUCATION

**Mumbai University Mumbai, India**

*Bachelor of Science in information technology Aug 2022-june 2025*