

CAREER OBJECTIVE

Excited to work as a Data Analyst or Data Scientist, bringing skills in analyzing data and using technical knowledge to solve challenging problems. Aim to make valuable contributions to a team-focused workplace and learn new things to grow professionally.

WORK EXPERIENCE

Data Analytics • Internship Feb 2024 - Apr 2024
Kulturehire, Virtual

Identified Peak Sales Days Using Excel Conditional Formatting: • Built interactive heat maps in Excel using conditional formatting to visualize sales data. • Analyzed sales patterns to pinpoint peak days, driving actionable insights for business strategy. • Enhanced data interpretation by identifying trends through visual tools, aiding decision-making. • Learned advanced Excel techniques for effective data analysis and presentation.

Data Analytics • Internship Feb 2024 - Apr 2024
Kulturehire, Virtual

Hands-On Data Analytics Job Simulation Program: • Led a public domain project to apply data analytics concepts in a simulated job environment. • Gained practical experience with tools such as Excel, MySQL, Python, Power BI, Power Query, and Power Pivot. • Built dynamic reports and dashboards for data analysis and visualization, showcasing insights. • Learned to integrate multiple data tools, enhancing data processing, analysis, and presentation skills.

SERVICE DELIVERY MANAGER Jan 2023 - Sep 2023
Indusind bank Ltd, Patran

Customer Engagement and Operations Support in Banking Key Responsibilities: • Managed walk-in customer interactions, addressing inquiries and providing product and service information. • Oversaw front desk responsibilities as needed, ensuring smooth and efficient service. • Actively Supported bank operations by assisting with daily processes. • Conducted authorization and audit checks to maintain compliance and accuracy in transactions.

Customer Experience Executive Sep 2020 - Dec 2022
HDFC Bank Ltd, Patran

Supervision and Business Generation in Banking Operations Key Responsibilities: • Supervised and monitored Personal Banker desks to ensure service quality and efficiency. • Managed lobby operations and regularly reviewed dummy accounts for accuracy. • Authorized transactions for Personal Bankers, maintaining compliance and security standards. • Drove business growth by generating leads and cross-selling banking and third-party products.

Customer Service Manager Aug 2018 - Sep 2020
ICICI Bank Ltd, Patran

Cash Management and Customer Solutions in Retail Banking: Key Responsibilities: • Managed cash counter operations, ensuring accuracy and efficiency in transactions. • Engaged with customers to understand their financial needs, offering tailored banking solutions. • Processed customer instructions while ensuring compliance with branch procedures. • Drove retail branch sales by cross-selling relevant banking products and services

EDUCATION

Bachelor of Technology (B.Tech), Computer Science 2013 - 2017
Chandigarh Group of Colleges

Senior Secondary (XII), CBSE 2013
DAV PUBLIC SCHOOL, PATRAN

Secondary (X), CBSE 2011
Budha Dal Public School, Patran Road Samana Distt Patiala Punjab

TRAININGS / CERTIFICATIONS

Machine Learning With Python
Aug 2024 - Sep 2024
Internshala Trainings, Virtual

Tableau
Aug 2024
Internshala Trainings, Virtual

SQL

Jun 2024 - Jul 2024

Internshala Trainings, Virtual

Data Science Placement Guarantee Course

May 2024 - Apr 2025

Internshala Trainings, Virtual

JPMorgan Chase & Co. - Excel Skills Job Simulation

Apr 2024

JP Morgan, Virtual

Introduction To Programming Using Python

Dec 2023

Kaggle, Virtual

PORTFOLIO

[HackerRank link ↗](#)

[Portfolio link ↗](#)

PROJECTS

[Linear regression model using Python ↗](#)

Sep 2024

• Developed a linear regression model in Python to predict CTC/salary for new hires. • Analyzed past employment data to identify key factors impacting salary determination. • Enhanced hiring decisions by providing data-driven salary estimates for incoming employees. • Improved the company's recruitment efficiency through predictive modeling and analytics.

[Tableau dashboard ↗](#)

Aug 2024

Created a visually interactive and informative dashboard that will help in understanding the sales figures better. The dashboard is easy to navigate and understand, with charts, graphs, and tables that are visually appealing and easy to interpret.

SKILLS

- | | | |
|------------------------|-------------------|--------------------|
| • Python | • Data Analytics | • MS-Excel |
| • Power BI | • SQL | • Machine Learning |
| • Tableau | • Problem Solving | • Lead Generation |
| • Interpersonal Skills | | |

EXTRA CURRICULAR ACTIVITIES

- Led a team of 5 to organize a technical fest at Chandigarh University.
- Represented the college Cricket team at inter-college competitions, winning the District Tournament.
- Actively participate in organizing and managing blood donation camps.

EXCEL

May 2024

Internshala Trainings, Virtual

Analyzing And Visualizing Data With Microsoft Power BI

Apr 2024

Great Learning, Virtual

Microsoft Power BI

Introduction To Programming Using Python

Jan 2024 - Apr 2024

udemy, Virtual

[Auction strategy for a new IPL franchise ↗](#)

Jul 2024 - Aug 2024

Used SQL to develop an auction strategy for a new IPL franchise by analyzing past IPL data to create a strong and balanced squad.

[Analyze fitness data using Excel ↗](#)

May 2024

Analyzed Fitbit fitness tracker data to deliver marketing and business solutions to WeFit and its subsidiaries