Naveen Kumar S

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 https://www.linkedin.com/in/naveen-kumar-s-14936517b

Professional Summary

Experienced and driven Salesforce Analyst had resolved various issues for customers in the respective application. Skilled professional with hands on experience in Power BI by gathering data and transforming it into insightful reports and dashboards. Created and executed the MySQL queries to fetch, analyze, retrieve and manipulate data from the database.

Experience

Atos | Associate Consultant

November 2021 - August 2023

• Worked as Salesforce Support Analyst by solving issues and user support requests. Respond to and resolve tickets in a timely manner, Collaborate with cross-functional team

to escalate and resolve complex issues.

• Provide support including case management, knowledge base, email to case and resolve customer service related issues, ensuring efficient resolution and customer satisfaction. Help to validate data and troubleshoot data related issues.

Education

Mohamed Sathak AJ College of Engineering BE Computer Science

7.51 CGPA

Gill Adarsh Matriculation Higher Secondary School HSC

63%

Gill Adarsh Matriculation Higher Secondary School SSLC

86%

Professional Development

Data Analyst Course - Besant Technologies (in progress)

2021 2017 2015

Topics Covered - SQL (DBMS, RDBMS, SQL Basics, DBMS, Data Sorting, SQL Operators, Joins, Subquery, Aggregate Functions, Store Procedures)

Skills Acquired - My SQL

Skills

Programming Language - Java

Database - MySQL

BI & Visualzation Tools - PowerBI

Projects

SQL Business Case (MySQL) - https://github.com/NaveenKumar0612/SQL-Projects.git

● Evaluated a given business case and constructed MySQL queries to tackle associated questions.

● Created SQL queries to retrieve and manipulate data from the database. ● Executed SQL queries to fetch, analyze, and transform relevant data for further analysis. Course Work

Power BI Data Analyst Associate - PL 300 Certification from Microsoft Azure Fundamentals - AZ 900 Certification from Microsoft

Java Certification from Codetantra

RPA Advance and Essential Level Certification from Automation Anywhere University Languages

English

Tamil

DECLARATION

I hereby declare that all the information given above is true and correct to the best of my knowledge.