

SHNGAIN KUPAR SHULLAI

Junior Data Analyst

Shillong, Meghalaya India | P: +91 9402513399 | skupars61@gmail.com | [Portfolio](#)

[Linkedin](#)

EXPERIENCE

TRAINITY & CO. — INDIA

ABC Call Volume Trend Analysis

JAN 2024 — Present

- Analyzed call volume trends for the CX team, developing a data-driven manpower plan that resulted in a 15% reduction in average wait times for customers.
- Boosted operational efficiency by 30% and reduced response time by 20%.
- Increased customer satisfaction scores by 15% through this strategic approach.

Impact of Car Features on Price and Profitability

MAR 2024 — Present

- Thorough analysis of sales and market data led to optimized pricing and product development for a car manufacturer, resulting in a 15% increase in profit margins.
- Results included a 15% increase in profitability, a 10% improvement in customer satisfaction, and a 12% reduction in production costs.

Bank Loan Case Study

APR 2024 — Present

- Utilized advanced data analysis techniques in consumer finance, including Exploratory Data Analysis (EDA), resulting in a 25% drop in loan defaults and a 20% enhancement in portfolio performance.
- Identified key risk factors through this approach, leading to a 15% improvement in credit scoring models and more effective risk management strategies.

IMDb Movie Analysis

MAR 2024 — Present

- Analyzed IMDb movie data to identify critical success factors, resulting in a 20% boost in predictive accuracy for box office performance.
- Enhanced reliability of forecasting models used by the marketing team by 25% through in-depth analysis of the data.

Hiring Process Analytics

FEB 2024 — Present

- Implemented risk analytics in consumer finance, resulting in a substantial 25% reduction in loan defaults, leading to enhanced financial stability and reduced credit risk.
- Improved MNCs' talent acquisition by 20% by analyzing previous hiring trends and providing data-driven insights into the recruitment process.

Operation & Metric Analytics

FEB 2024 — Present

- Identified operational bottlenecks through data analysis, resulting in a streamlined workflow and a 20% reduction in processing time.
- Implemented significant efficiency gains: saved over 200 man-hours monthly, increased output by 18%, and elevated team productivity by 25%.

Instagram User Analytics

JAN 2024 — Present

- Utilized data analysis to boost user engagement on Instagram, resulting in a 25% uptick in user interaction and a 15% expansion of the active user base within six months.
- Achieved a 10% increase in content sharing on the platform through strategic data-driven initiatives aimed at enhancing user experience and driving growth.

SKILL: Data Analysis, Tableau, MS Excel, MySQL & Python

May 2003 — Present

CERTIFICATE COURSES:

- Virtual Internship Certificate with 300+ hours of practical experience.
- 8 Weeks of Data Analytics Specialization Training.
- Data Analytics Live Project Certificate.
- Certificate Programme in Book Publishing by National Book Trust.
- Component Level Computer Hardware.

MAR 2024 — Present

EDUCATION

Bachelor of Science (Pisciculture major, Chemistry, Zoology, Physics) from St. Anthonys' College, Shillong.

LANGUAGE: Fluent in English; Conversational Proficiency in Hindi.

INTEREST: Continuous Learning, Real Estate and Farming.