**SHNGAIN KUPAR SHULLAI**

**Junior Data Analyst**

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**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.Mar *2024 – Present*
* 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.

**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.