NOOR MUJASSIM

Data Analytics & Customer Insights Specialist | Power BI • Tableau • Advanced Excel • DAX

GitHub || LinkedIn || UmbrellaInFo

PROFESSIONAL SUMMARY

Data Analytics professional with 6+ years spanning operations and customer analytics. Expert in building KPI dashboards and automating reporting with Power BI, Tableau, Power Query, DAX, and Microsoft Access. Track record of improving customer satisfaction by 20%, cutting complaint resolution time by 15%, and reducing waste processing time by 12%. Known for stakeholder collaboration, data quality rigor, and translating complex data into actionable decisions.

CORE SKILLS

- Business Intelligence: Power BI, Tableau, DAX, Advanced Excel, Power Query, Pivot Tables
- Data Management: Data extraction, transformation & cleansing, data modeling, data validation, KPI tracking
- Tools: Microsoft Access, Excel (Power Pivot), CRM tools (training & support)
- Soft Skills: Communication, problem-solving, cross-functional collaboration, stakeholder management

PROFESSIONAL EXPERIENCE

Operations Analyst | Attero Recycling Pvt. Ltd. | Jan 2024 – Present

- Built Power BI dashboards and Access reports to monitor recycling throughput, cutting waste processing cycle time by 12%.
- Designed KPI tracking for supply chain efficiency (intake, processing, dispatch), enabling faster, data-driven decisions.
- Partnered with operations, QA, and compliance to improve data capture and quality; standardized inputs to ensure audit readiness.

Customer Service Analyst | Teleperformance | Jan 2022 – Dec 2023

- Developed customer experience dashboards (CSAT, AHT, FCR) in Power BI that reduced complaint resolution time by 15%.
- Handled 50+ daily inquiries across phone/email/chat with a 95% satisfaction rate; identified themes to drive process fixes.
- Trained 10+ team members on CRM workflows and reporting best practices to uplift team productivity.

MIS Executive & Analyst | Rockerr Infrasolutions Pvt. Ltd. | Jul 2019 – Oct 2021

- Automated weekly MIS using Power Query & Excel, eliminating ~10 hours of manual effort per week.
- Analyzed sales and quality metrics in Tableau to uncover trends, contributing to a 12% improvement in client service KPIs.
- Instituted data checks that lifted reporting accuracy to ~98% and standardized inputs across teams.

Data Processing Engineer | Sequential Tech | Jan 2018 – Dec 2018

- Processed financial datasets for 500+ customer accounts in Excel with ~98% accuracy.
- Created visual summaries for leadership, supporting faster supervisory decision-making.
- Introduced basic analysis templates that reduced recurrent errors by ~10%.

SELECTED PROJECT

Customer Retention Analysis (2023)

- Built a Power BI churn & retention dashboard with cohort views and customer segments; identified top churn drivers and influenced actions that increased retention by ~10%.

EDUCATION

B.Sc. in Mathematics, Mahatma Jyotiba Phule Rohilkhand University (2015)

CERTIFICATIONS

- ADCA (2017)
- Tally ERP (2018)
- CCC (2016)

LANGUAGES

- English (Fluent)
- Hindi (Fluent)
- Urdu (Fluent)