

Navojit Podder

Results-oriented Data Analyst with a proven track record of analyzing complex datasets and generating insightful reports to drive decision-making. Implemented innovative data visualization techniques that improved data presentation and interpretation. Developed predictive models that enhanced forecast accuracy by 15% and reduced errors in data analysis by 20%.

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🔗 PODDA2N

WORK EXPERIENCE

Tata Consultancy Services

Information Processing Specialist

Nov 2022 - Present

- Optimizing billing processes on C2m application for UK Powerhouse project.
- Validating meter readings, rectified consumption discrepancies and addressed charge-related concerns promptly using JIRA to log and track issues ensuring swift resolution and optimal customer satisfaction.
- Presenting data visualizations using Excel, resulting report of understanding TAT miss, total consolidated.
- Working on allocation part within the billing category, do allocate to the team.

Wipro

Process Associate

Jan 2021 - Nov 2022

- Processed claim of US based health insurance project UHG.
- Assisted members in making payment for claim settlements was a crucial aspect of my role.

Tech Mahindra

Customer Service Assistant

Feb 2019 - Jan 2021

- Worked as a customer support associate of Vodafone – Idea DND process.
- Assisted to the customer who was experiencing issues with receiving promotional calls despite having activated DND service.

EDUCATION

University of Calcutta

Bachelor of Science – Chemistry

Aug 2014 - May 2017

I have graduated with chemistry honors degree from University Of Calcutta.

West Bengal Council of Higher Secondary Education

Higher Secondary – Science Stream

May 2012 - June 2014

I have done my higher secondary education from West Bengal Council of Higher Secondary Education.

NOTABLE PROJECTS

Exploratory Data Analysis for Zomato Delivery Dataset [🔗](#)

Sep 2024 - Oct 2024

- Conducted in-depth analysis on a “Kaggle’s Zomato Delivery Dataset” to identify patterns and insights based on order date, time ordered and time order picked to assess pick delivery times.
- Analyzed delivery locations using restaurant latitude, restaurant longitude and delivery location latitude to evaluate delivery efficiency.
- Explored the impact of festival, type of order and city on delivery times and ratings.
- Delivered actionable insights to improve delivery efficiency, reduce time delays and enhance customer satisfaction.

Data Visualization using Power BI for Bank Churners Dataset

Oct 2024 - Nov 2024

- Developed interactive dashboards and reports to visualize customer attrition trends from the “Kaggle’s Bank Churners Dataset”, imported and cleaned large datasets using Power Query to handle missing values and formatting inconsistencies.
- Visualized key insights using bar charts, donut charts, KPI and line charts enabling stakeholders to understand customer attrition patterns at a glance and built slicers to enable dynamic filtering by attributes such as card category, gender, education level, attrition flag, marital status.
- Identified top predictors of churn, including inactive periods and credit utilization patterns enabling stakeholders to focus on high risk customers and delivered a comprehensive dashboard, reducing manual churn analysis time by 15%.

Exploratory Data Analysis for Supermarket Dataset

Nov 2024 - Dec 2024

- Conducted comprehensive EDA on a "Kaggle's Supermarket Sales Dataset" to analyze sales performance, product patterns, customer purchasing behavior, seasonal trends, shipping method, order trends, geographical trends.
- Cleaned and pre-processed data to handle missing values, outliers, and inconsistencies, ensuring data quality for accurate analysis.
- Used Python (Pandas, NumPy, Matplotlib, Seaborn) to create informative data visualizations to explore sales performance, correlations, product patterns and customer purchasing behavior.
- Identified top-performing products and customer segments, helping the supermarket boost sales by 15% through pricing adjustments and promotions.

SKILLS

- **Programming Languages** Python | MySQL | Power BI | Machine Learning | Cloud Computing | Excel
- **Technologies** JUPYTER Notebook | JIRA Application | Oracle C2m Application

CERTIFICATIONS

Data Analyst

- Developed a comprehensive understanding of the data life cycle and various stages involved in the data analysis.
- Learned fundamental Python syntax, proficiently utilizing control flow, loops, functions and acquired expertise in SQL procedural query from organized data with entities or variables with relations between them.
- Mastered data gathering, identification and optimize the data analysis journey, enhancing efficiency and accuracy.

Salesforce Certified AI Associate

- I have successfully completed Salesforce AI Associate certification and now I become Salesforce Certified Professionals community.