PANKAJ KUMAR SINGH

India | +91-8103911244 | pankaj31082001@gmail.com

LinkedIn | GitHub

PROFESSIONAL SUMMARY

Certified Business Analyst skilled in SQL, Excel, Power BI, and stakeholder engagement. Strong analytical and visualization capabilities, with experience in building dashboards, creating BRDs/FRDs, and supporting data-driven decisions using Agile methodology.

SKILLS & TOOLS

Business Analysis: BRD/FRD, BPMN, User Stories, Stakeholder Interviews

Data Tools: Excel, SQL, Power BI, Tableau

Tech: Python (Basics), R (Basics), JIRA, Confluence

Methodologies: Agile, Scrum, Kanban

Soft Skills: Communication, Analytical Thinking, Collaboration

PROJECT EXPERIENCE

Cart Abandonment Analysis

- Identified 20% cart abandonment using funnel analysis & journey segmentation
- Estimated revenue loss & suggested UX/inventory improvements

Credit Card Fraud Detection

- Analyzed anonymized transactions to flag fraud patterns by amount/hour
- Delivered dashboards to monitor high-risk segments

PROFESSIONAL EXPERIENCE

Executive - Operations | Aegis Customer Support Services | Nov 2023 - Mar 2024

- Handled 100+ customer interactions daily; resolved 95% of escalations
- Boosted first-contact resolution from 60% to 80%

Intern - Guest Services | ITC Royal Bengal | Dec 2021 - Apr 2022
- Supported 500+ check-ins; optimized process to cut wait times by 10%

EDUCATION

B.Sc. in Hospitality & Hotel Administration - IHM Kolkata (2023)

CERTIFICATIONS

PG Cert. in Business Analysis & Product Mgmt - IIT Roorkee (Mar 2025)

Power BI: Visualization & DAX - Intellipaat (2025)

SQL for Data Analytics - Intellipaat (2025)

VIRTUAL PROGRAMS (Forage)

BCG Strategy Consulting

Accenture Analytics

Tata BI

Accenture Strategy