

# Pankhuri

✉ pankhurithakur1999@gmail.co in PANKHURI THAKUR

## PROFILE

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Result-oriented Business Management student passionate about programming. Excellent problem-solving skills and ability to perform well in a team. Keen interest in the field of data visualization and driven by the power to compress complex datasets into approachable and appealing infographics.

## PROFESSIONAL EXPERIENCE

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### BUSINESS ANALYST


09/2021 – present

Twigital 

- Completed in-depth analyses for business optimization projects boosting revenue by 7.8%.
- Improve the website's performance of clients up to 40% by leveraging and analyzing big data.
- Participated in websites development planning, providing key insights based on predictive modeling.
- Identified operating improvements from internal data with SQL.
- Tracked, extrapolated, and interpreted data using Python, SQL, and Excel.

### OPERATIONS ANALYST


07/2020 – 12/2020

Paisabazaar Marketing and Consulting Pvt Ltd 

- Designed plans to improve operations and suggested changes to systems that boosted productivity levels 20%.
- Increased revenue by 45% by recommending improvements in operations efficiency.
- Analyzed and monitored statistical data trends.

### BUSINESS SUPPORT EXECUTIVE

10/2017 – 10/2018

TaskUs 

As Dasher support executive for **DoorDash**

- Created operational dashes by hike of 40%.
- Tech-support prospective dashers sign up and address existing dasher's questions, whether on a dash or not and troubleshoot.
- Tech Support with deliveries, earnings, and dasher's account. Upgrade dasher experiences by 55% over the span of 6 months.

As Customer support executive for **MasterCard**

- Customer database management.
- Monitored networking environments & ensured high level of service & established SLA's.
- Troubleshoots and resolves issues.
- Escalating complex issues to Sr. Technicians.

## EDUCATION

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### Business Management & Law

08/2016 – 09/2021  
Indore, India

Devi Ahilya University

### Business Management & Accounting

04/2015 – 06/2016  
Indore, India

Kendriya Vidyalaya No.1 School

## SKILLS

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- Software-Tableau, PowerBI, RStudio, Jupyter, MS Office Suite.
- Data- Statistical Analysis & Modelling, Data Visualization, MySQL.
- Tech -Python, R, SQL, API(learning).
- Microsoft skills- Advance excel, word, Powerpoint.
- Management skills- Estimation and scheduling, documentation, budgeting and finance.

## ORGANISATIONS

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### HelpAge India

#### VOLUNTEER FUNDRAISING

2015  
Indore

- Participated in Mobile Healthcare program that provided sustainable healthcare solutions to destitute elders and arranged funds for the same.

### Jankalyan Multipurpose Education Society

#### PROJECT ANALYST

2020  
Nagpur

- Lead 3 projects- Prayas, Shiksha, and Covid relief.
- Technical reports on how the pilot projects are working.
- Fund management, fund distribution, data feeding, social media post handling.
- Projects estimations and evaluations.

## INTERNSHIP

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### Business Analyst Intern

Twigital

04/2021 – 08/2021

### Articleship

ICSI- Executive development training

06/2019 – 09/2019

### Analyst

CrystalTech

02/2017 – 08/2017

## PROJECTS

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- Covid-19 Dashboard project, Airline Dashboard & Space Mission Dashboard in tableau.
- Dice simulator, Rock Paper Scissors & Reminder Application with notification in python.
- Risk & Return analysis of beer and alcohol industry.

## AWARDS

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### Extracurricular

- Won Best Dancer - competition arranged by naadyog gurukul.
- Secured 1st position in intercollegiate basketball competition.
- Secured 1st position in regional level chess competition in school.