

PRAKASH SHESHAJI PRAJAPATI

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Career Objective

With over 9 years of professional experience, I am seeking an excellent opportunity to contribute my skills and deliver my best performance. IT industries to work with an organization that encourages continuous learning and growth its sector, where I can enhance my abilities while helping achieve organizational goals.

Work Experience

Findesk Associate (DSA)-2024 to present

Finance Agent

- Manage all bank loan-related documentation and customer queries.
- Coordinate and resolve customer issues with IDC agent

ICICI BANK LTD (2024-2025)

Relationship manager

- Managed front desk operations and teller services.
- Contributed to sales initiatives and participated in audit processes.
- Delivered high-quality customer service and relationship management

DHL EXPRESS (India) PVT LTD (2015-2024)

Operation agent

- Managed both outbound and inbound logistics operations.
- Coordinated with customers to address and resolve service queries.
- Handled internal data sorting and administrative support.
- Developed and maintained zip code-wise handling route formats.

Projects

Swiggy Order Data Analysis

- Analyzed historical Swiggy order data to identify trends in cuisine preferences, peak ordering times, and cancellation patterns.
 - Used tools such as Power BI and MySQL to clean, visualize, and interpret data insights.
- Delivered data-driven recommendations based on order behaviour analysis

Certifications

Power BI Certification – Jatan Shah

Gained hands-on experience with Power BI dashboards, data visualization, DAX, and data modelling.



MySQL Certification Course – Udemy

Learned SQL fundamentals including data querying, filtering, joins, subqueries, and database management.


Key Skills & Technical Expertise

- **Excel, Power BI, MS Office, My SQL, Python**
- **Strong Analytical & Problem-Solving Skills** – Adept at breaking down complex problems and delivering data-driven solutions.
- **Quick Learner** – Ability to quickly adapt to new technologies, tools, and systems.
- **Collaboration & Teamwork** – Excellent interpersonal skills; proven success in team-oriented environments.
- **Soft Skills** – Effective communicator, empathetic listener, and proactive in resolving conflicts and customer concerns.

Education

-  Master's Degree in Marketing – JERCR 2023
-  Tops technologies Data Analytics 2025

Personal Information

 Languages Known: English, Hindi, Gujarati

 Hobbies: playing cricket, learn other state language