

PRARTHNA CHHABRA

DATA ANALYST

Nehru Vihar, Delhi-110054 | +91 8505924319 | technologystudy00@gmail.com

PROFILE

I am an enthusiastic, self-motivated, reliable, responsible, and hard-working person. I am a good timekeeper, always willing to learn new skills. I am friendly, helpful, and polite, have a good sense of humour. I can work independently in busy environments and within a team setting. I am outgoing, tactful, and able to listen effectively when solving problems.

PROFESSIONAL SKILL

- Communication Skills
 - Problem Solving Skills
 - Management Skills
 - Data Analysis
 - Multi-Tasking
 - Leadership
 - Decision-Making
 - Teamwork
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TECHNICAL SKILL

- HTML5
 - CSS3
 - JAVASCRIPT
 - C Language
 - JAVA
 - Python
 - MYSQL
 - TABLEAU
 - Microsoft Power BI
 - Advance Excel
 - Statistics
 - Data Structure
 - Node.Js
 - Algorithm
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PROJECTS

- **Sales Data Analysis and Reporting for a Retail Chain Project**
Designed a Dynamic dashboard to analyze sales data and generate meaningful reports for a retail chain.
- **Ecommerce Sales Dashboard Project**
Designed a Power BI dashboard for tracking and analyzing online sales data across India.
- **Netflix Clone Project**
Designed a Netflix Clone using HTML, CSS & JAVASCRIPT.
- **Amazon Prime Video Dashboard Project**
Designed a Power BI dashboard for analyzing the growth of the Amazon Prime video industry .

WORK EXPERIENCE

ADVISOR

March, 2023 – March, 2024

Concentrix Daksh Services India PVT. LTD.

- Responsible for taking chats to resolve customer inquiries.
- Received and responded to multiple live Chats.
- Assist with a variety of issues including troubleshooting, account activation, payment, blocked accounts, document verification, etc.
- Provided information to the customer and placed appropriate notes in the system indicating exactly what action was taken or needs to be taken.
- Ensured proper security procedures were followed on all customer interactions.
- Ability to communicate clearly and professionally in a written format.
- Actively listened to their inquiries and provided accurate and appropriate information.
- Assist customers by using text-based interactive conversation.

CUSTOMER SUPPORT REPRESENTATIVE

August 2021 – January 2023

Colt Equipments PVT. LTD.

- Developed and maintained strong customer relationships while delivering exemplary customer service.
- Proven ability to connect with customers and build trust to develop long-term relationships.
- Experienced in analyzing customer data to identify potential sales opportunities.
- Adaptable in providing solutions to customer inquiries, while upholding company policies and procedures.
- Cold call target accounts to establish new customers.
- Followed up on purchases, inquired about satisfaction, and suggested additional items or services.

WEB DESIGNER

May 2020 – July 2021

Advertro India PVT. LTD

- Create, implement, and develop new look and style for notable web presence, delivering effective and functional web designs.
- Managed all aspects of professional website design focusing on overall site navigation and information architecture for commercial and personal websites.
- Developed and maintained corporate websites, including updating content and improving user experience.
- Created custom websites and graphics to meet client specifications and branding needs.
- Utilized SEO techniques to ensure maximum visibility of websites and webpages on search engines.

EDUCATION

- Passed from 10th from C.B.S.E, 2017
- Passed from 12th from C.B.S.E, 2019
- Bachelor of Computer Applications from IGNOU, in 2023.

CERTIFICATES

2024	DATA ANALYST CERTIFICATE Internship Studio
2022	JAVA FULL STACK DEVELOPER CERTIFICATE IITSCL
2019	C LANGUAGE & PYTHON CERTIFICATE DICS

AWARDS

- Winning two times Star of the Quarter award for achieving the highest CSAT.
- Best Performer of the Year (2023) in Concentrix Daksh Services India PVT. LTD.