

RAHUL GIANCHANDANI

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SUMMARY

- Dedicated and detail-oriented Data Analyst with a strong background in data analysis, technical support, and data visualization. Seeking to leverage skills and experience in a dynamic organization to drive data-driven decision-making and business success.

CERTIFICATIONS

- **META** - Back-End Developer
- **PCEP** – Certified Python Programmer
- **IBM** – Data Analysis using Python
- **ATLASSIAN** – Jira Fundamentals

SKILLS

- Microsoft Excel, PowerPoint, Outlook, PowerBI
- Languages – Python, C, Assembly, HTML/CSS, JavaScript
- Tools – VS Code, Jupyter Notebook, Google Colab, Insomnia, Postman, Atom
- Framework – Django, Flask
- SDLC Models: Agile, Waterfall, Spiral, Iterative
- Source Control/ GIT: GitHub
- Customer Support | Customer Relationship | Problem Solving | Technical Support
- Database – MySQL, T-SQL, SQL Server, SQLite, PostgreSQL

EXPERIENCE

Career Break for Skill Development and Freelance Projects | London, ON, Canada **Oct'23 – May'24**

- Dedicated time to intensive learning in Full Stack Web Development.
- Developed and completed several freelance projects, delivering high-quality web solutions tailored to client needs.

Data Analyst | Etech Global Services | India **Jan'21 – Sep'23**

- Analyzed customer support interactions using Excel, Power BI, Tethr, and CallMiner.
- Identified trends and patterns, resulting in a 20% reduction in response time.
- Created data-driven reports and dashboards with Microsoft Excel's pivot tables and charts, as well as Power BI.
- Led data-driven initiatives with the support team, including developing and reporting KPIs, resulting in a 25% boost in customer satisfaction.
- Collaborated across teams by serving as a liaison and utilizing SharePoint for centralized document management.
- Utilized JIRA to gather feedback from customers regarding the VOCI platform, a SaaS solution.

Research Analyst | Ac Agarwal Pvt Ltd | India **Nov'18 – Dec'20**

- Utilized Excel and Python to analyze data from Financial Technologies(FT) and Bloomberg terminal.
- Employed Power BI and PowerPoint for dynamic and interactive data presentations during company meetups.
- Assisted customers with placing orders, tracking status, processing refunds, and resolving billing issues.
- Resolved customer complaints promptly and effectively, striving for first-contact resolution.

Technical Support Specialist | Smartech Solutions | India **Jul'16 – Oct'18**

- Provided technical support and troubleshooting for products.
- Contributed to quality assurance programs for consistent service.
- Developed proactive solutions for common customer issues.

EDUCATION

Gujarat Technical University (GTU) (WES Recognized) | Gujarat, India **April'16**
Bachelor of Technology – Electronic and Communications (CGPA- 7.5/10)

PROJECT

- Sales Overview | SQL, PowerBI, DAX, SQL | (link - <https://datapattern0.wordpress.com/>)
- Used Car Dealership Management System | Django, Python, PostgreSQL, HTML/CSS, JavaScript, Render | (link - <https://github.com/RahulG005/carzone>)
- Youtube Comment Analysis | Pandas, Numpy, Matplotlib, Seaborn, Wordcloud | (link - <https://github.com/RahulG005/Youtube-comment-analysis.git>)