

SHWETA RAWAT

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PROFESSIONAL SUMMARY

Detailed-oriented Data Analyst with experience in customer data analysis, reporting, and insight generation. Proven track record in preparing service reports, identifying trends, and collaborating with cross-functional teams. Certified in Data Science and Artificial Intelligence from IIIT Bangalore. Skilled in Python, SQL, Tableau, and machine learning.

CORE COMPETENCIES

Data Analysis & Reporting	SQL & Database Management	Stakeholder Management
Problem Solving & RCA	Machine Learning Fundamentals	Critical Thinking
Data Visualization (Tableau)	Statistical Analysis	Cross-Functional Collaboration
Python Programming	Data Integration & ETL	Customer Experience Analytics

PROFESSIONAL EXPERIENCE

Customer Service Associate – Accenture Solutions Pvt Ltd (May 2023 – Jul 2025)

- Prepared customer service reports by analyzing complaints, feedback, and ticket trends to deliver actionable insights.
- Identified recurring issues and supported Product, Sales, and Operations teams with data findings.
- Developed KPI tracking for response time, resolution rate, and customer satisfaction.
- Created dashboards to visualize service metrics for stakeholders.
- Collected and analyzed survey data to enhance customer experience.

EDUCATION

- Executive PG Certificate – Data Science & AI, IIIT Bangalore (2025) | CGPA: 3.28/4.0
- B.Sc. Chemistry – IEC University (2019) | CGPA: 6.33/10.0
- GED (2014) – 91% | High School (2012) – 89%

ACADEMIC PROJECT

Lead Scoring Case Study | github.com/Rawsh100/Lead-Scoring-Case-Study

- Built a machine learning model to identify high-potential leads.
- Performed data preprocessing, feature engineering, and model evaluation.
- Analyzed customer behavior to improve sales prioritization.

TECHNICAL SKILLS

Python (Pandas, NumPy, Scikit-learn), SQL | Tableau, Matplotlib, Seaborn | Advanced Excel | ETL | Machine Learning

ADDITIONAL INFORMATION

Languages: Hindi, English | Strengths: Analytical Thinking, Problem Solving, Attention to Detail | Interests: BI, Customer Analytics, Predictive Modeling