

# Rounika Das - Analytics Project Summary

## Project: Weekly Client Health Dashboard

Company: Practo Technologies

Duration: May 2021 - Mar 2022

Created a dashboard for client complaint analysis, helping surface satisfaction issues and reduce repeated complaints.

### Key Contributions:

- Tracked weekly complaint trends using Excel charts.
- Monitored resolution time and repeat complaint ratios.
- Contributed to a 20% drop in repeat complaints.

