**Swagatika Dash**

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Data Analyst with over 15 years of experience, including a solid foundation in QA and product training. Proficient in Python, SQL, Power BI, and Excel. Adept at developing interactive dashboards, conducting EDA, and delivering actionable business insights. Demonstrated success in the banking sector, customer service training, and digital analytics. Actively delivering freelance data solutions for clients across industries.

***Freelance & Data Analytics Experience:***

**Quality Analyst**

Clivertech Pvt. Ltd. Bhubaneswar, Remote June2022 – Present

* Deliver financial advice to clients, proposing strategies to achieve short- and long-term objectives for investments, insurance, business and estate planning with minimal risk.
* Analysed customer churn data, improving retention by 15%. And by using SQL and Python provide 10+ business insights that improved decision-making.
* Built and maintained 5+ Power BI dashboards for real-time insights, improving reporting efficiency by 35%.
* Ensure maximum client satisfaction by providing exceptional and personalized service, enhancing client satisfaction ratings from 88% to 99.9%.

**Data Analyst Intern**

Meantones / Unified Mentor / Accenture Forage**,** Remote Feb2024 -June 2024

* Gained hands-on experience with real-world projects focused on SQL analytics, Python scripting, and dashboard creation.

***Additional Experience:***

**Freelance Auditor & Trainer**

LTA School of Beauty September 2016 – December 2024

* Trained 50+ beauty advisors, increasing sales performance by 30%.
* Delivered 100+ training sessions; identified sales trends that boosted revenue by 40%.

**BPO Trainer**

IL&FS Skill Development Ltd, Bhubaneswar Mar2015 – September 2016

* Trained 200+ customer service reps; mentored over 100 students for placement with 80% success rate.

**Team Lead**

TATWA Technologies Ltd August2008 – March2015

* Led 15-member support team, reduced complaints by 30%, achieved 100% SLA targets.

**Education**

* B.Sc. in Physics, Utkal University (2005–2008)
* Diploma in Air Travel & In-Flight Management, International Institute of Airlines (2008–2009)

***Core Skills***

* **Languages & Tools**: Python, Pandas, NumPy, SQL, Power BI, Tableau, Excel
* **Concepts**: ETL, Data Cleaning, Statistical Analysis, Dashboard Development, Data Visualization
* **Domains**: Banking, Payments, Customer Behaviour, Social Media Analytics

***Certifications: -***

* Business Intelligence & Data Analytics – Nautika Co February 2023 – January 2024
* Google Data Analytics – Coursera October 2022 -January 2023
* Complete Data Analyst Bootcamp – Udemy February 2021- June 2021
* Introduction to Artificial Intelligence – LinkedIn Learning – June 2025  
  Top skills covered: Artificial Intelligence (AI)