SHUBHAM SHINDE

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SUMMARY

Analytical and results-driven Data Analyst with hands-on experience in performance reporting, dashboard development, and customer experience optimization. Seeking to leverage my skills in Power BI, Sql, Python and data storytelling to help an organization uncover actionable insights, optimize projects, and drive data informed decisions that enhance client success and ROI.

EDUCATION

Excel R | Data Analyst Program   Mumbai
                                                                                                              2023

ACHMCT | Bachelor's Degree in Hospitality Studies   Mumbai
CGPA: 9.4   2019 - 2022

WORK EXPERIENCE

INDUSLND BANK   Mumbai (08/2024 – Present)
Data Analyst Officer

- **Data Visualization & Reporting Development:** Designed and maintained interactive Power BI dashboards, Excel reports, and SQL-based MIS reports for real-time performance tracking, KPI monitoring, and strategic business planning.
- **Data Extraction & Trend Analysis:** Extracted, cleaned, and analyzed large operational datasets using MySQL, identifying performance trends and recommending actionable insights to optimize resource allocation and process efficiency.
- **Report Automation & Process Optimization:** Automated recurring operational and performance reports using SQL and Excel, reducing manual effort and reporting turnaround time. Documented, improving service accuracy, workflow efficiency, and data consistency across reporting systems.
- **Speech Analytics & Reporting Automation:** Supported the rollout of Verint Speech Analytics and automated reporting tools, enhancing call analysis, customer sentiment insights, and agent performance management and customer experience.

AI VARIANT   Mumbai (09/2023 – 12/2023)
Data Analyst Intern

- Developed an employee retention dashboard using Power BI, Tableau, MySQL, and Excel, presenting key insights to leadership for strategic decision-making.
- Conducted data cleaning, preprocessing, and KPI development under expert mentorship, enhancing data storytelling and reporting skills.

SKILLS

Technical Skills: Power BI | Tableau | Excel & Sheets | SQL | Python |Looker Studio | Verint | Microsoft Office
Core Skills: Data Visualization | Data Cleaning | Performance Reporting | Workflow Optimization | Cross-Functional Collaboration
Soft Skills: Leadership | Communication | Logical and Critical thinking | Teamwork

PERSONAL PROJECTS

- **HR ANALYTICS - Attrition & Retention -** The data-driven HR analytics project to uncover key drivers of employee attrition and improve retention strategies. Transformed raw HR data using Excel, Power Query, and SQL, and built dynamic dashboards with Power BI and Tableau. Developed insightful KPIs aligned with business goals, revealing patterns in turnover and workforce trends
- **Contact Center Analysis -** Designed and analyzed a contact center database using MySQL, developing advanced SQL queries and views. Performed EDA with Python using Pandas, Matplotlib, and Seaborn to visualize call volumes, resolution rates, agent performance, and customer feedback trends.