

# Sandhikshan GHOSH

## PROFILE SUMMARY

Comprehensive and strategic Data Analyst with firsthand experience in SQL, Power BI, and Excel. Demonstrated success in application support, data monitoring, ETL process analysis, and visualization. Spearheaded a project to find and resolve 20+ critical data quality issues, leading to a 15% reduction in data-related incidents and improved data accuracy for the insurance client.

## CONTACT DETAILS

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LinkedIn  
GitHub

## PERSONAL INFORMATION

Citizenship: **Indian**  
Languages: **English, Hindi, Bengali**

## SKILLS

- SQL, Data Warehouse, Power BI, DAX Functions
- Python, Pandas, NumPy
- Microsoft Excel, MS Word, MS PowerPoint
- Rally, ServiceNow, Confluence, GitHub
- Communication and team collaboration

## EXPERIENCE

DATA ANALYST at *Cognizant (Kolkata)*. **2022.12–Present**

- ◊ Functioned as a key support analyst for a major insurance client, achieving **100% SLA adherence** for incident and request resolutions.
- ◊ **Leveraged complex SQL queries** & an instance of logical thinking to analyze issues, **reducing resolution time by 30%** for high priority tickets.
- ◊ Conducted thorough **pre- and post-deployment validations**, ensuring 100% seamless release cycles with minimal rollbacks.
- ◊ **Integrated Service Now with Power BI** to visualize incident, RITM, and change request data, enhancing real-time monitoring, saving 2 hours per week—30% faster than before.
- ◊ Performed **data profiling and transformation** to support 100% dataset integrity and accuracy.
- ◊ **Designed interactive dashboards** featuring KPIs, trends and filters, enabling lively user exploration and reducing manual effort of 2 hours per week.
- ◊ Enabled internal and client audits and performance tracking through comprehensive reports, **improving team accountability by 25%**.
- ◊ **Reduced manual reporting workload by 20%** through data automation and streamlined visualization.
- ◊ **Delivered an interactive Excel dashboard** using Power Query & Pivot Chart, by visualizing key financial & operational metrics, empowering business users with data-driven insights, thereby achieving overall growth in client satisfaction by 30%

## EDUCATION

B. TECH IN ELECTRONICS & COMMUNICATION ENGINEERING *from St. Thomas' College of Engineering and Technology, West Bengal.*  
**2018–2022**

## CERTIFICATIONS

- ◊ HACKERRANK SQL (INTERMEDIATE)
- ◊ MICROSOFT AZURE FUNDAMENTALS (AZ-900)
- ◊ MICROSOFT AZURE AI FUNDAMENTALS(AI-900)

## KEY ACHIEVEMENTS

*Received a rating of 5/5 & Cognizant Cheers Award for the year 2024-25, recognizing my contributions as part of a 12-member team*