SHIVANSHU TIWARI

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SUMMARY

Detail-oriented Data Analyst with hands-on experience in data cleaning, exploratory data analysis, visualization, and building predictive machine learning models. Proficient in Python, SQL, Power BI, and Excel with a strong foundation in statistical techniques and data-driven decision-making. Adept at collaborating across teams and delivering actionable business insights.

EDUCATION

Bachelor of Science   May 2022
Chhatrapati Shahuji Maharaj University, Kanpur
Relevant coursework: Hardware Design Languages and Programmable Logic, Advanced Excel in Business

TECHNICAL SKILLS

Languages & Tools: Python, SQL, Excel, Power Query, Jupyter Notebook
Databases: MySQL, MS SQL Server
Visualization Tools: Power BI, Matplotlib, Seaborn, Streamlit
Machine Learning: Scikit-learn, TensorFlow

PROFESSIONAL EXPERIENCE

Amazon, Gurgaon: Seller Support Associate   Mar 2024 – Present
- Resolved 250+ FBA seller reimbursement cases monthly, improving resolution turnaround by 15%.
- Spearheaded collaboration with FinOps, Inventory, and Compliance teams, achieving 98% SLA adherence.

AtliQ Technologies, Virtual: Data Analyst Intern   Dec 2024 – Jan 2025
- Engineered and debugged 20+ SQL queries to extract business KPIs with 95% accuracy.
- Transformed large datasets (10,000+ records) using Python (Pandas) and Excel.

PROJECTS

Customer Churn Prediction   Mar 2025 – Apr 2025
Developed and deployed a real-time customer churn prediction web app using a Random Forest model.
- Engineered classification model with 79% accuracy using 1,400+ telecom customer records.
- Executed EDA and visualized churn drivers using Pandas, Seaborn, and Matplotlib.
- Deployed interactive web app via Streamlit for real-time churn prediction.

Property Price Prediction   Feb 2025 – Mar 2025
Created Machine Learning real estate tool predicting prices using Python
- Implemented Linear Regression with K-Fold cross-validation, achieving R^2 score of 0.82.
- Utilized GridSearchCV for hyperparameter tuning and exported model for deployment.

Business 360 Dashboard   Jan 2025 – Feb 2025
Designed Power BI dashboard with drill-through reports across departments.
- Performed ETL processes using SQL (joins, aggregations, subqueries) and Excel (VLOOKUP, pivot tables) to clean, transform, and integrate data from disparate sources.
- Developed BI dashboards with drill-through reports covering Sales, Marketing, Finance, and Supply Chain, enabling multi-dimensional data exploration and business insights.

CERTIFICATION

Career Essentials in Data Analytics, by Microsoft and LinkedIn: Sep 2024
- Learned skills needed for a career in data analysis. Learn foundational concepts used in data analysis and practice using software tools for data analytics and data visualization.

Executive PG Diploma in Data Science, By Intellipaat: Dec 2024 – Nov 2025
- Mastered skills like SQL, Statistics, Machine Learning, AI along with real-time industry-oriented projects.