Shivanshu Tiwari

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LinkedIn: linkedin.com/in/shivanshu2407 | Portfolio: analyst-portfolio-beta.vercel.app

GitHub: https://github.com/Shivanshu2407

Professional Summary

Results-driven Data Analyst and Machine Learning enthusiast with hands-on experience in data preprocessing, visualization, ETL, and predictive modeling. Proficient in Python, SQL, Power BI, and statistical analysis with a strong focus on business impact, dashboarding, and data storytelling.

Skills

- Languages & Tools: Python, SQL, DAX, Excel, Power Query
- ML Frameworks: Scikit-learn, XGBoost
- Techniques: Logistic Regression, Random Forest, GridSearchCV
- Visualization: Power BI, Matplotlib, Seaborn, Streamlit
- Databases: MySQL, MS SQL Server
- Others: ETL, Data Storytelling, Dashboarding

Professional Experience

Amazon, Gurugram — Seller Support Associate (Mar 2024 – Present)

- Investigated 150+ FBA seller reimbursement cases monthly, improving resolution turnaround by 15%.
- Collaborated with FinOps, Inventory, and Compliance teams, achieving 98% SLA adherence.
- Categorized tickets by root cause, reducing escalation volume by 10% YoY.

AtliQ Technologies (Virtual) — Data Analyst Intern (Mar 2025 – Apr 2025)

- Wrote and debugged 20+ SQL queries to extract KPIs, increasing data accuracy by 95%.
- Cleaned datasets (10,000+ records) using Python and Excel.
- Participated in Agile ceremonies (5+ standups, 2 sprint reviews).

Projects

Customer Churn Prediction (Feb 2025 – Mar 2025) Github

- Built Random Forest model with 79% accuracy using 1,400+ customer records.
- Visualized churn indicators with Pandas, Seaborn, and Matplotlib.
- Deployed prediction tool using Streamlit.

Business Insights 360 Dashboard (Jan 2025 – Feb 2025) Github

- Developed BI dashboard across Sales, Marketing, Finance & Supply Chain KPIs.
- Used SQL and Excel for ETL; implemented DAX for advanced metrics.

- Optimized Power BI report using DAX Studio.

House Price Prediction (Dec 2024 – Jan 2025) Github

- Applied Linear Regression with K-Fold (k=5) CV achieving R^2 of 0.82.
- Tuned using GridSearchCV; exported model for deployment.

Education

B.Sc. Mathematics – Chhatrapati Shahu Ji Maharaj University, Kanpur (Apr 2019 – Jun 2022)

Relevant Coursework: Linear Algebra, Calculus, Probability & Statistics, Discrete Mathematics

Certifications

- Career Essentials in Data Analysis – Microsoft & LinkedIn (Sept 2024)
- Power BI Data Analytics – Codebasics (Dec 2024)
- SQL for Data Professionals – Codebasics (Nov 2024)
- Python for Data Professionals – Codebasics (Mar 2025)