

SHIVANSHU TIWARI

7052327079 • st955218@gmail.com • <https://www.linkedin.com/in/shivanshu2407/> • <https://github.com/Shivanshu2407>

SUMMARY

Data Analyst with demonstrated expertise in extracting actionable insights through advanced data analysis, cleaning, and visualization techniques. Proficient in SQL, Python, Power BI, and statistical analysis with proven ability to develop machine learning models that drive business decisions. Skilled in translating complex data into clear visualizations and reports that support strategic initiatives, with experience in cross-functional collaboration and project leadership.

TECHNICAL SKILLS

Programming Languages: Python, SQL

Data Analysis and Manipulation: Pandas, NumPy, Excel, Power Query

Databases: MySQL, MS SQL Server, Relational Databases

Data Visualization Tools: Power BI, Matplotlib, Seaborn, Streamlit, Tableau

Machine Learning & Statistical Tools: Scikit-learn, TensorFlow, Statistical Analysis, Predictive Modeling, Regression Analysis, Classification, Clustering

PROFESSIONAL EXPERIENCE

Amazon, Gurgaon: Seller Support Associate

Mar 2024 – Present

- Resolved 250+ FBA seller reimbursement cases monthly, improving resolution turnaround by 15%.
- Collaborated with Finance (FinOps), Inventory, and Compliance teams to achieve 15% 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 and cleaned large datasets (10,000+ records) using Python (Pandas) and Excel for data analysis and reporting.

PROJECTS

Property Price Prediction

Mar 2025 – Apr 2025

Engineered a machine learning model achieving 92% accuracy in real estate price predictions using Linear Regression with K-Fold cross-validation

- Led optimization efforts that reduced prediction error by 18% through implementing GridSearchCV for hyperparameter tuning.
- Transformed 13,000+ property records through feature engineering that identified 3 previously overlooked high-impact variables.

Customer Churn Prediction

Feb 2025 – Mar 2025

Developed Random Forest classification model that improved customer retention prediction accuracy by 22% compared to baseline models.

- Orchestrated comprehensive EDA process that revealed 5 key churn indicators, directly informing preventative business strategies.
- Developed interactive visualization dashboard using Streamlit that reduced stakeholder decision time by 35%.

Business Insights 360

Jan 2025 – Feb 2025

Designed end-to-end Power BI dashboard integrating 4+ different data sources with 5+ interactive reports

- Spearheaded dashboard adoption across 4 departments by creating targeted training materials and conducting workshops.
- Implemented complex SQL queries and ETL processes that improved data processing efficiency by 28%.

EDUCATION

Bachelor of Science

May 2022

Chhatrapati Shahuji Maharaj University, Kanpur

Relevant coursework: Hardware Design Languages and Programmable Logic, Advanced Excel in Business