

Shivanshu Tiwari

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LinkedIn: <https://linkedin.com/in/shivanshu2407> | Portfolio: <https://analyst-portfolio-beta.vercel.app> | GitHub: <https://github.com/Shivanshu2407>

Professional 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.

Technical Skills

Languages & Tools: Python, SQL, Excel, DAX, Power Query, Jupyter Notebook

Databases: MySQL, MS SQL Server

Visualization Tools: Power BI, Matplotlib, Seaborn, Streamlit

Machine Learning: Scikit-learn, TensorFlow

Techniques: Linear Regression, Logistic Regression, Random Forest, K-Fold CV, GridSearchCV

Professional Experience

Amazon, Gurugram — Seller Support Associate

03/2024 - Present

- Resolved 150+ FBA seller reimbursement cases monthly, improving resolution turnaround by 15%.
- Spearheaded collaboration with FinOps, Inventory, and Compliance teams, achieving 98% SLA adherence.
- Identified and analyzed ticket root causes, reducing escalation volume by 10% YoY.

AtliQ Technologies (Virtual) — Data Analyst Intern

12/2024 - 01/2025

- Engineered and debugged 20+ SQL queries to extract business KPIs with 95% accuracy.
- Transformed large datasets (10,000+ records) using Python (Pandas) and Excel.
- Contributed to Agile ceremonies including standups and sprint reviews.

Projects

Customer Churn Prediction — GitHub Repo: <https://github.com/Shivanshu2407/Customer-Churn-Analysis>

02/2025 - 03/2025

- Engineered Random Forest 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.

Business Insights 360 Dashboard — GitHub Repo: https://github.com/Shivanshu2407/Business_Insight_360

01/2025 - 02/2025

- Designed Power BI dashboard with drill-through reports across Sales, Marketing, Finance & Supply Chain.
- Conducted ETL using SQL and Excel; used DAX to calculate advanced business metrics.
- Optimized dashboard performance using DAX Studio.

House Price Prediction — GitHub Repo: <https://github.com/Shivanshu2407/House-Prediction-Regression-Model>

12/2024 - 01/2025

- 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.

Education

B.Sc. in Mathematics

Chhatrapati Shahu Ji Maharaj University, Kanpur

04/2019 - 06/2022

GPA: 3.8/4.0

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

Certifications

- Career Essentials in Data Analysis — Microsoft & LinkedIn Learning (09/2024)
- Power BI Data Analytics — Codebasics (12/2024)
- SQL for Data Professionals — Codebasics (11/2024)
- Python for Data Professionals — Codebasics (03/2025)

Additional Links

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