Shubham Thanki

Portfolio | LinkedIn | Git Hub | Shubham.thanki12@gmail.com | +1 (437) 422-3439 | Ontario, Canada

Dynamic and detail-oriented Data Analyst with over a year of **experience in extracting, transforming, and analyzing data** to generate actionable insights. Currently working as a **Technical Support Advisor at Concentrix**, providing remote technical assistance and troubleshooting for a wide range of devices. Proficient in **SQL, Python, and Excel**, with a strong ability to create data visualizations and reports that support business decision-making.

Education

- **Information Technology Business Analysis**   Jan 2023 – Apr 2024
  Conestoga College, Ontario

- **Bachelor of Technology in Computer Engineering**   May 2018 – Apr 2022
  Marwadi University, India

Skills & Abilities

- Programming Languages: Python, C, SQL, MATLAB

- Database management: RDBMS, DBMS, ETL, Data Warehousing, NoSQL, Database Design, Cloud

- Software Applications: Microsoft Office Suite, Power BI, Tableau, Jupiter Notebook, PyCharm, Anaconda

- Soft Skills: Adaptability, Storytelling, Curiosity and Learning Orientation, Presentation Skills, Resilience,

Work Experience

Technical Support Advisor   **Remote**
Concentrix Technologies Services   July 2024 – Present

- Provide Tier 1 technical support to clients, resolving hardware and software issues remotely.

- Assist clients with device troubleshooting, including smartphones, tablets, smartwatches, and computers.

- Collaborate with team members to ensure efficient issue resolution and high client satisfaction.

- Schedule appointments for in-person assistance or device replacements at authorized service centers.

Data Analyst Intern   **Ahmedabad, India**
Shine Infosoft Pvt Ltd.   Nov 2022 – Dec 2023

- Extracted data from various sources and imported it into Excel, maintaining data accuracy and completeness.

- Applied Excel functions like VLOOKUPs and pivot tables to analyze data and identify trends, supporting business strategy.

- Utilized Excel functions, including VLOOKUPs and pivot tables, to perform data analysis and generate insight

- Collaborated with team members to understand data requirements and reporting needs, ensuring growth in business.

- Excellent communication skills for presenting findings in a clear and concise manner to stakeholders.

Projects

Data Analysis of Layoffs Data Set Using SQL | LINK   **June 2024**

- Utilized advanced SQL techniques like joins, subqueries, Common Table Expressions (CTEs), to perform data analysis.

- Demonstrated proficiency in SQL for complex data analysis tasks, showcasing the ability to handle and interpret large datasets effectively.

- Tech Stack: SQL, Excel.

Enhancing Operational Efficiency Using Business Analysis | LINK   **Jan 2024**

- Conducted business analysis for well known Bank to address challenges related to interest rates, customer base management, and overall operational efficiency.

- Bridged technical challenges and business strategy by conducting in-depth analysis of business processes.

- Tech Stack: Agile Methodology, PowerPoint, Power BI, Project Management.

Certificates

- **Accenture:** Data Analytics Job Simulation.

- **IBM:** Python for Data Science and AI, Excel Essentials for Data Analytics, Data Visualization and Dashboard Essentials, Databases and SQL for Data Science.