Shubham Thanki

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Insight-driven Data Analyst with 2+ years of experience building dashboards, automating reports, and translating raw data into strategic business insights. Skilled in SQL, Python, Power BI, Excel (advanced formulas/macros), and Agile collaboration. Proven record in driving 25–60% efficiency improvements across operations and support functions. Adept at working cross-functionally to identify automation opportunities and deliver scalable data products for physical and digital systems.

SKILLS & COMPETENCIES

- ✓ **Technical Tools:** My SQL, Excel (Advanced/ VBA), JIRA, Git, Power BI, Tableau, CORE.
- ✓ **Languages:** Python, SQL, Scikit-learn, Jupyter, Machine Learning, Tensor-flow, Numpy.
- ✓ **Analytical:** KPI Design, Dashboarding, Data Cleaning, Process Mapping, A/B Testing, Trend Analysis
- ✓ **Professional:** Cross-functional Collaboration, Stakeholder Engagement, Requirements Gathering, Project Management.

WORK EXPERIENCE

Technical Support Advisor – *Concentrix Technologies Services, Remote (Canada)*
Jul 2024 - Present

- Collaborated with product, QA, and dev teams to triage **70+** weekly support cases, improving resolution speed by **25%**.
- Created detailed **technical documentation** and **user stories** based on customer issues, enhancing development clarity.
- Tracked KPIs using **Power BI dashboards**, enhancing team visibility into feature performance and client engagement metrics.
- Served as customer proxy during sprint meetings by translating business pain points into actionable backlog items.
- Logged and tracked **150+ defects** in Core with detailed steps and supporting media, enabling rapid developer troubleshooting.
- Partnered with senior leaders to prepare strategic reports and interpret technical metrics into actionable business decisions.

Python Developer – *Dhanush DigiSol, Ahmedabad (India)*
Jan 2022 – Dec 2022

- Built automated scripts using **Python and SQL** to maintain IT systems and handle data updates, reducing manual work by **60%**.
- Automated **data consistency checks** using Python scripts, reducing QA cycle time by **40%**.
- Developed **custom Excel dashboards** using VBA to support project scheduling, productivity monitoring, and time tracking.
- Assisted the Dev Lead in grooming the technical backlog and clarifying requirements during sprint cycles.

PROJECTS

Walk vs Run Activity Classification | *Python, Scikit-learn, GridSearchCV, Pandas, Seaborn*   *LINK*

- Developed a machine learning pipeline using gyroscope and accelerometer data to classify human activity.
- Tuned Random Forest, XGBoost, and MLP models using GridSearchCV, achieved **99.3%** test accuracy.
- Scaled features and **visualized model** metrics to ensure interpretability and alignment with stakeholder needs.
- Insights enabled real-time activity tracking **dashboards** for wearable **tech companies**, supporting motion pattern detection.

Game AI: PUBG Winner Prediction | *Python, Pandas, XGBoost, Keras Tuner, Matplotlib*   *LINK*

- Analyzed gameplay metrics to build a regression model predicting win probability with **94%** accuracy.
- Delivered insights for player performance **dashboards**, game balancing strategies, and fan **engagement analytics**.
- Modeled win probabilities using gameplay metrics (kills, distance, damage dealt) from **28+** features.

Operational Efficiency Enhancement | *Power BI, Agile Methodology, Project Management*   *LINK*

- Conducted **process analysis** to identify inefficiencies in customer communication workflows.
- Conducted stakeholder interviews and **process mapping** to identify inefficiencies; implemented **A/B testing** for new workflows.
- Achieved a **25%** increase in operational efficiency and improved customer response times.

CERTIFICATES

Accenture: Data Analytics Job Simulation.

IBM: Python for Data Science and AI, Excel Essentials for Data Analytics, Data Visualization and Dashboard Essentials.

EDUCATION

Information Technology Business Analysis – *Conestoga College, Ontario (Canada)*   *Apr 2024*

Bachelor of Technology in Computer Engineering – *Marwadi University (India)*   *May 2022*