

# Shubham Thanki

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Data Analyst with 2+ years of experience using **SQL, Excel, Python, and Power BI** to **extract, clean, analyze**, and visualize large datasets. Proven ability to perform diagnostic and descriptive analytics, automate reports, identify trends, and support business decisions across claims, operations, and support domains. Adept at communicating insights to stakeholders and working cross-functionally in agile environments to improve efficiency and client satisfaction.

## SKILLS & COMPETENCIES

- ✓ **Technical Tools:** CORE, JIRA, Power BI, Tableau, Microsoft SSRS, Google Analytics, Documentation Tools, MS Project, Visio.
- ✓ **Languages:** Python, SQL, Pandas, Numpy, Scikit-learn, SAS
- ✓ **Analytical:** Data Cleaning, Trend Analysis, Descriptive & Diagnostic Analysis, KPI Dashboards, Regression, A/B Testing
- ✓ **Professional:** Stakeholder Communication, Requirement Gathering, Change Management, SOP Development.

## WORK EXPERIENCE

### Technical Support Advisor II – Concentrix Technologies Services, Remote (Canada)

Jul 2024 - Present

- Led **incident triage in JIRA and CORE**, reducing ticket resolution time by **15%** through SLA monitoring and escalation workflows.
- Delivered Tier-2 support for product, billing, and integration issues, achieving **95% SLA compliance**.
- Developed weekly reports and customs claim models using **Power BI** and **Excel**, supporting refund eligibility and audit tracking.
- Delivered **Tier-2** technical support to resolving product, billing, and integration issues under **SLA agreements**.
- Collaborated with business units to **review processes, identify bottlenecks**, increasing support resolution efficiency by 25%.

### Data Analyst – Shine Infosoft, Ahmedabad (India)

Dec 2021 – Nov 2022

- Built modular and reusable Python scripts with integrated SQL queries to automate data cleaning, updates, and analytics.
- Automated **data consistency checks** using Python scripts, reducing QA cycle time by **40%**.
- Drafted functional requirements and collaborated with developers on automation features, aligning deliverables with business.
- Developed weekly performance reports and strategic presentations using Power BI and Excel, aligning with program KPIs.
- Automated manual data workflows using Python and SQL, resulting in a 60% increase in reporting speed and scalability.

## 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](#)

- Analyzed user-level operational data using Excel and Power BI to identify trends, and data anomalies for workflow optimization.
- Prepared strategic insights presentations using Power BI, Excel, and PowerPoint for internal meetings and executive briefings.
- Developed **ROI model** templates to estimate resource impact on support process changes.

## 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