MARKETING ANALYSIS OF SPORTS EQUIPMENT

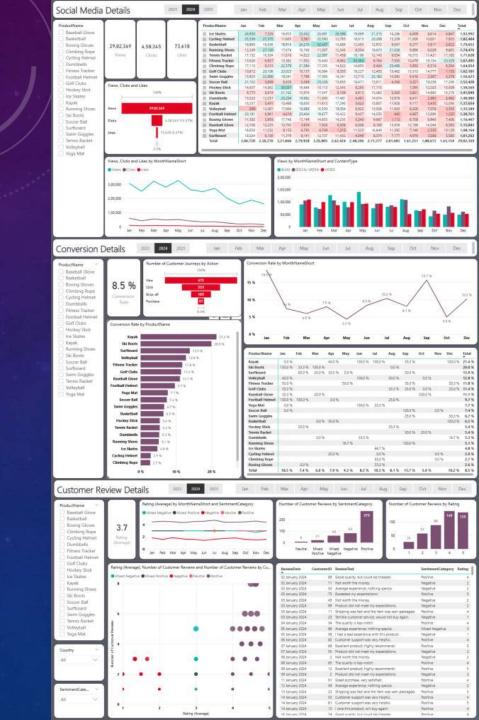
Marketing analysis of sports equipment with emphasis on conversions, customer engagement, and reviews. The project framework includes data preparation, visualization, and development of an interactive Power BI dashboard to evaluate product performance, derive insights, and support strategic marketing decisions.

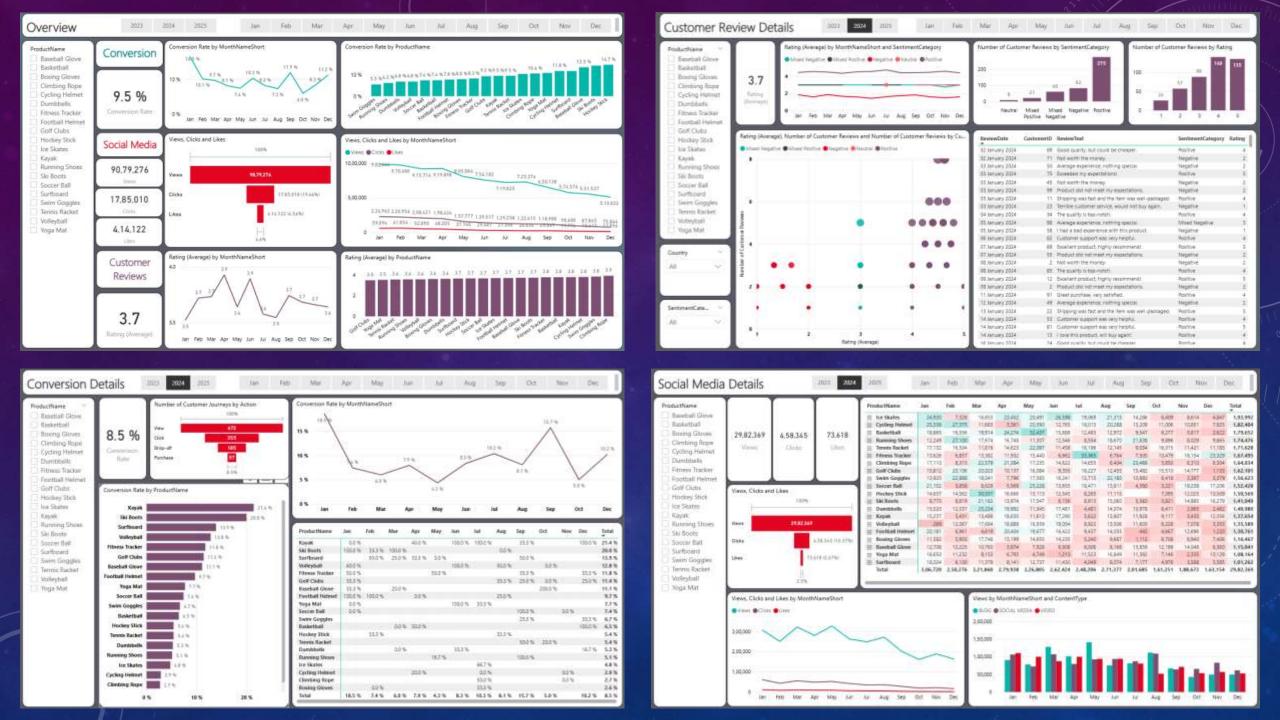
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Tool Used: Power BI, SQL, Python

Date: 02/08/2025





Navigating the Digital Marketplace

In today's highly competitive e-commerce landscape, standing out requires more than just great products. It demands strategic, data-driven decision-making to understand and engage customers effectively.

This analysis focuses on three critical components: product conversion funnels, social media effectiveness, and customer review sentiment.

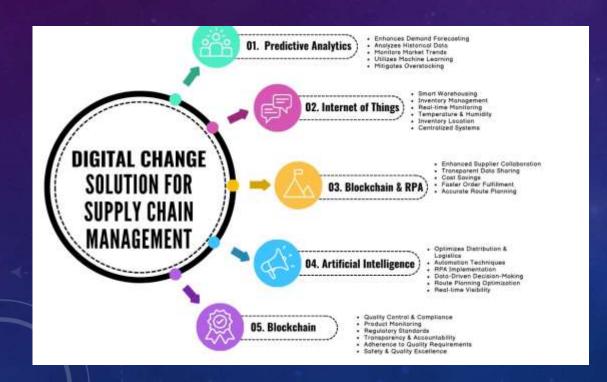
Our ultimate goal is to deliver actionable insights that optimize product performance and enhance marketing strategies for sustained growth.



Problem to Potential: Defining Our Path

The Challenge

Businesses often struggle with fragmented insights into how social media engagement, customer sentiment, and complex conversion journeys truly influence product performance. This lack of clarity hinders optimization efforts.



Key Objectives

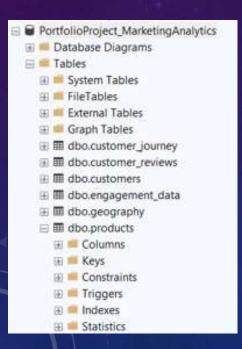
- Analyze product conversions across crucial stages (views, clicks, purchases) to identify bottlenecks.
- Evaluate social media effectiveness in driving engagement and traffic.
- Identify nuanced customer sentiment from reviews to uncover pain points and delights.
- Provide targeted, actionable business recommendations for sustainable growth and improved customer experience.

Our Data Foundation

Our analysis is built upon a robust, simulated e-commerce dataset designed to mirror real-world scenarios, ensuring relevant and applicable insights for strategic decision-making.

Primary Database

PortfolioProject_MarketingAnalytics hosted on SQL Server, serving as the central repository for all e-commerce data.

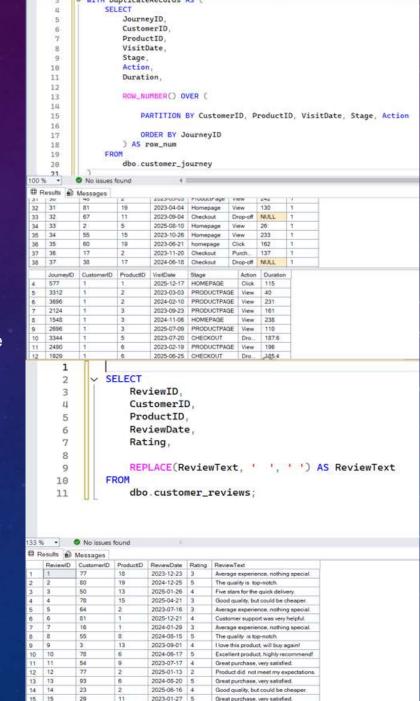


Key Tables Utilized

- **customer_journey**: Comprehensive visit and action tracking data.
- engagement_data: Social media performance metrics and user interactions.
- customer_reviews: Unstructured customer feedback and ratings.
- products: Detailed product specifications and classifications

Time Frame

Data spanning from **2023 to 2025**, allowing for robust trend analysis, seasonal pattern identification, and future forecasting.



2023-01-06 5 2025-10-29 3

Refining the Raw: Data Cleaning & Preparation

Transforming raw, disparate data into a pristine, actionable dataset is crucial for accurate and reliable analysis. We followed a rigorous, multi-step process:

Duplicate Removal

Meticulously identified and eliminated redundant records using SQL's ROW_NUMBER(), ensuring the uniqueness and integrity of our dataset

Date Normalization

Converted raw date fields into easily digestible monthly and quarterly formats, facilitating efficient time-series trend identification and aggregation.

Standardization

Applied uniformity to product names and critical customer journey stage labels (e.g., Homepage, Checkout, Drop-off) for consistent and clear reporting.

Sentiment Analysis

Utilized Natural Language Processing (NLP) to classify customer reviews into Positive, Neutral, Negative, and Mixed sentiments, providing quantifiable customer insights.

Outcome: A clean, structured, and reliable dataset, perfectly primed for sophisticated Power BI dashboard creation and insightful analytics

Building the Analytical Backbone: Data Model & Relationships

A well-structured data model is the bedrock of insightful analytics, ensuring seamless data flow and accurate reporting. We established clear, logical relationships between our core entities:

Customers

Who are they?

Products

What do they buy?

Engagement

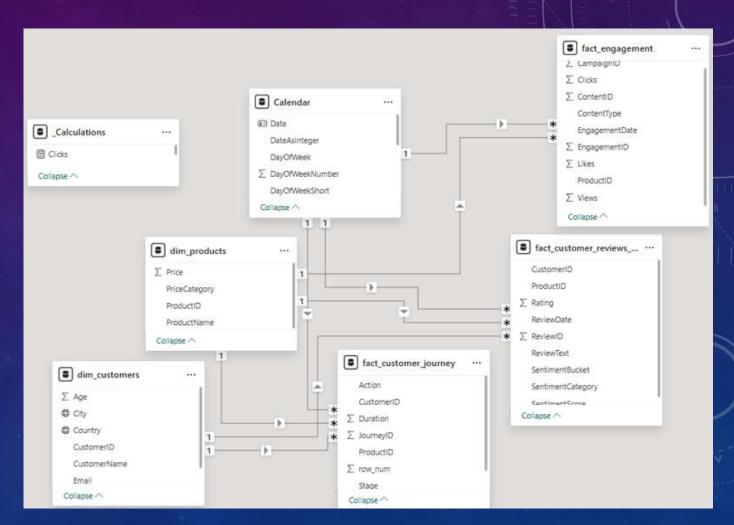
How do they interact?

Reviews

What do they think?

These relationships, meticulously forged within Power BI, seamlessly link social media interactions, comprehensive customer journey data, and nuanced review sentiments, enabling holistic analysis.

Justification: Our strategic choice of a **star schema design** significantly simplifies complex reporting, enhances query performance, and makes the model highly scalable for future data integrations and expansions.



Uncovering Trends: Data Exploration & Summarization

Key Descriptive Statistics

9.5%

Avg. Conversion Rate (Overall)

90M+

Social Media Reach (Total Views)

3.7/5

Avg. Customer Rating (Across Products)

Overall Trends

Our analysis revealed clear seasonal spikes, with Q3–Q4 consistently outperforming other quarters. This indicates prime selling periods and opportunities for targeted campaigns Conversion

9.5 %

Conversion Rate

Social Media

90,79,276

Views

17,85,010

Clicks

4.14.122

Likes

Customer Reviews

3.7
Rating (Average)

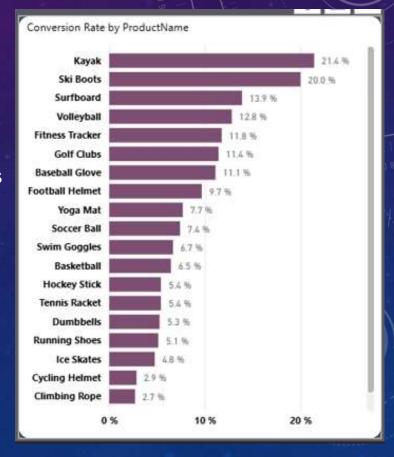
Product Performance Insights

High Conversion Champions

Kayak and **Ski Boots** demonstrated Exceptional conversion rates, proving their strong market appeal and effective journey optimization.

Low Conversion Opportunities

Climbing Rope and Cycling Helmet showed notably lower conversion rates, signaling critical areas for focused marketing interventions and product page optimization.



Dashboard Overview: The Big Picture

Our comprehensive dashboard provides a holistic view of overall e-commerce performance, integrating key metrics for quick assessment and high-level strategic decision-making.



6 Key Insight:

There's a significant alignment between conversion rates and seasonal engagement, highlighting the critical importance of launching and amplifying campaigns during periods of high user activity.

Deep Dive: Conversion Funnel Analysis

Understanding the customer journey is paramount to optimizing conversions. Our detailed funnel analysis dissects performance from initial interest to final purchase, pinpointing drop-off points:

Views

Initial product page visits and impressions.

Clicks

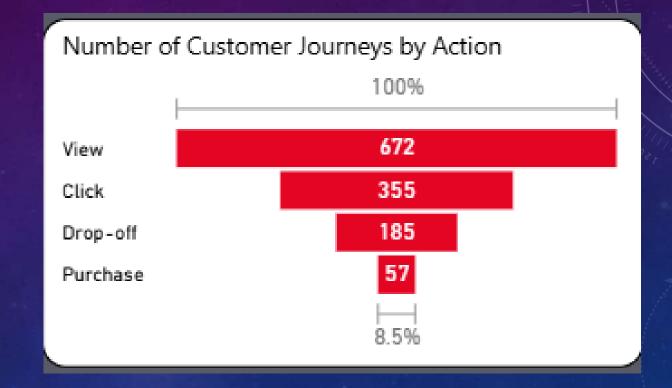
Engaging with product details or adding to cart.

Purchases

Successful conversions and completed transactions.

Drop-offs

Crucial points where customers abandon the journey.



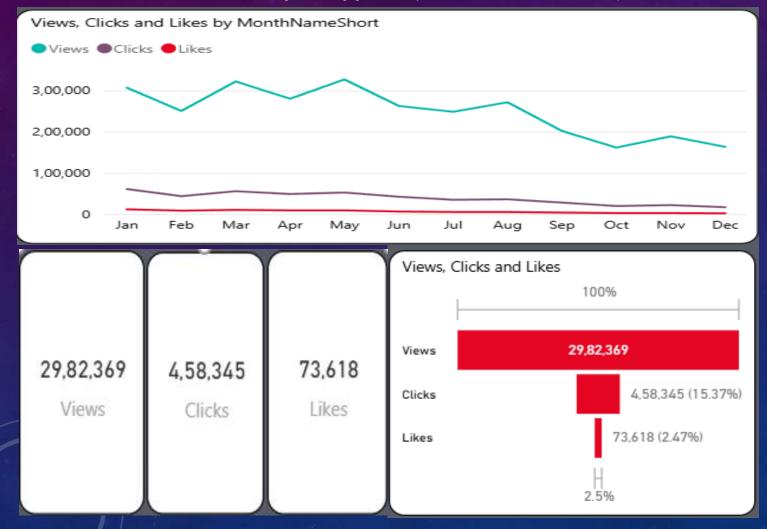
Specifically, Kayak (21.4%) and Ski Boots (20%) lead in conversion rates, with significant monthly peaks observed in January and September.

Actionable Recommendation: Focus intensified marketing budget and resources on high-converting products like Kayak and Ski Boots, strategically aligning campaigns with their proven peak months (January & September) to maximize ROI and sales volume.

Driving Engagement: Social Media Performance

Social media is a powerful catalyst for engagement and conversion. Our detailed dashboard reveals nuanced insights into its effectiveness across products and content types

- Product-level engagement: Identifying which specific products resonate most strongly on social channels, driving attention and interest
- Monthly activity heatmap: Revealing periods of heightened social media buzz, notably around Ice Skates and Cycling Helmet
- Views vs. Clicks vs. Likes trends: Dissecting the full engagement lifecycle to understand audience interaction patterns



Analyzing the performance of various content types is key to optimizing social media strategy:

Videos

Consistently outperform blogs in driving conversions and overall engagement metrics indicating high audience preference.

Blogs

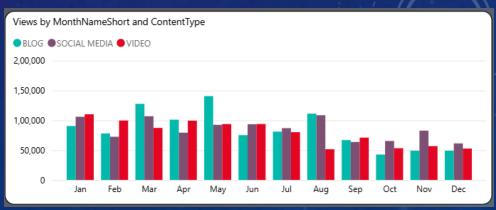
Effective for awareness and providing in-depth information, but show less direct conversion impact compared to videos.

Social Posts

Ideal for quick updates, community interaction, and driving traffic to specific product pages or promotions.

Key Insight:

Invest heavily in video content production and promotion for maximum social media conversion impact and sustained audience growth, leveraging its superior engagement capabilities.



Customer Review Details Product lane Baseball Glove Meditestie Mileditatie Heate Neda Matie Horry Goves Cimbing Rope Cydng Hetret Dumbbels Hoes lader Football Heim Rating (Average), Number of Customer Reviews and Number of Customer Reviews by Cu SertimentCategory Rating Hodey Sto Mied legative Milled Postive Megative Medial Mostive le Sigter 8 God park bit public te nese. Notice Daran 204 Arrang Stos Elatary 203 Silverge eigenence mitting goda. Blanay 20 30 8003 Scor la Ellanan 334 Surboad Claran 204 Swim Googles Elenan 304 lens lade Manan 332 Slatery 20 Toga Nat Stanay 202 Manan 204 Lauth States 200 8) Tresiato istornosti. Danay 204 Blanan 204 Navan XV Klatan 20

Unpacking Customer Review Insights

Sentiment Breakdown

While positive sentiment dominates our customer reviews, approximately 30% of feedback falls into negative or mixed categories, indicating areas for focused improvement.

Ratings Distribution

The average product rating stands at 3.7 stars, with a significant number of products clustered in the 3-4 star range. This suggests general satisfaction but also room for distinction.

Correlation Insight

Analysis reveals a clear correlation:

products with lower star ratings
frequently exhibit clusters of negative
sentiment in their reviews, highlighting
specific pain points.

"Exceeded my expectations!" vs. "Not worth the money." - These direct customer voices drive our product enhancement priorities.

Data Engineering: The Foundation of Insights

Our robust analytics are built upon meticulous data engineering. This involves preparing and refining raw data to ensure accuracy and relevance for comprehensive analysis.

Key Backend Processes

Data Cleaning

Implementing techniques like `ROW_NUMBER()` in SQL for efficient duplicate removal, ensuring data integrity.

Data Preparation

Filtering and structuring diverse journey data specifically for consumption by Power BI dashboards.

Complex Joins

Executing intricate joins across product inventories, customer reviews, and engagement data for a holistic view.

SQL Query Example: Duplicate Removal

```
import pandas as po
From nitk sentiment vader import SentimentIntensityAnalyzer
witk.download('wader_lexicon')
    cons - pyodbc.commet(com_str)
    query = "SELECT ReviewID, CustomerID, ProductID, ReviewDate, Rating, ReviewText (ROW fact_customer_reviews)
    df = pd.rend sml(query, conn)
    retains of
customer reviews of - fetch data (r = sql()
    return sentiment['compound']
           ceture 'Mixed Positive
```

This demonstrates the technical rigor applied to ensure clean, actionable data.

Strategic Insights & Interpretation

Translating data into actionable strategies is crucial. Here are key insights derived from our analysis, guiding future business decisions.

Conversion Efficiency

Outdoor and adventure products, such as Kayaks and Ski Boots, consistently outperform general fitness gear in conversion rates.

Social Media Impact

While our social media campaigns achieve high reach, the like-to-view ratio stands at a low ~4.5%, indicating potential content quality gaps.

Customer Sentiment Nuances

Overall sentiment is positive, but a significant segment of our customer base is price-sensitive. Negative reviews often highlight a mismatch between cost and perceived quality.

Strategic Actions Driven by Data

Targeted Ad Boost

Increase advertising spend on highperforming outdoor/adventure products to capitalize on proven success.

Product Quality Review

Prioritize enhancing product quality for items receiving consistent low ratings and negative feedback.

Video Content Enhancement

Revamp social media video strategy to improve engagement and like-to-view ratios.

Actionable Business Recommendations

Based on our comprehensive analysis, we propose the following strategic recommendations to optimize operations and enhance customer satisfaction.



Marketing

Implement seasonal targeting campaigns, focusing on peak periods such as January-February and September for optimal impact.



Customer Engagement

Develop personalized campaigns for customers who frequently purchase specific items, fostering loyalty and repeat business.



Product Development

Systematically address negative reviews through targeted product quality improvements, enhancing overall customer experience.



Future Enhancements

Integrate predictive modeling capabilities for enhanced demand forecasting, ensuring inventory optimization and reduced waste.

Acknowledged Limitations

Transparency is key to effective analysis. We acknowledge certain limitations inherent in our current dataset and analytical approach.

Simulated Data

The dataset used for this analysis is simulated, meaning it may not fully capture the complete diversity or nuances of actual customer behavior.

No Demographic Segmentation

Our current analysis does not include demographic segmentation, limiting insights into how different customer groups might behave or feel.

Keyword-Based Sentiment

Sentiment analysis relies primarily on keyword matching, which may not capture the full complexity of human emotion compared to advanced Natural Language Processing (NLP).

Limited Geographic Granularity

The analysis lacks detailed geographic granularity, preventing region-specific insights or localized strategic recommendations.

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Conclusion: Driving Growth Through Data

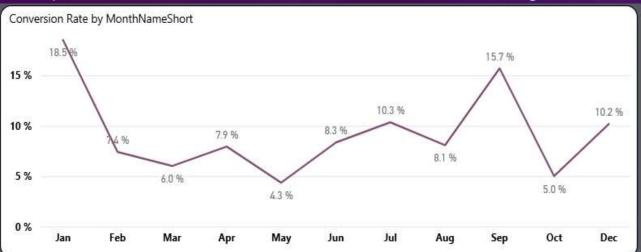
This project demonstrates the powerful synergy between robust data analytics and strategic business outcomes. From defining objectives to delivering actionable recommendations, our process is designed to optimize performance.



Key Takeaway: Data analytics is not just about numbers; it's about empowering informed decisions that optimize product performance, enhance marketing effectiveness, and ultimately elevate customer satisfaction.

Unlocking E-commerce Growth: Conversion Insights

Understanding customer behavior is paramount for sustainable e-commerce growth. By meticulously analyzing conversion trends, we can identify opportunities, mitigate risks, and optimize pathways from homepage to checkout. This deep dive into conversion data reveals critical insights into user journeys and transactional success.



ProductName	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Kayak	0.0 %	5000 2000	O CO CASSON	40.0 %		100.0 %	100.0 %	2.774777	33.3 %	0.5.4		100.0 %	21.4
Ski Boots	150.0 %	33.3 %	100.0 %					0.0 %					20.0
Surfboard		50.0 %	25.0 %	33.3 %	0.0 %				50.0 %				13.9
Volleyball	40.0 %					100.0 %		50.0 %		0.0 %			12.8
Fitness Tracker	50.0 %				50.0 %				33.3 %			33.3 %	11.8
Golf Clubs	33.3 %							33,3 %	25.0 %	0.0 %		25.0 %	11.4
Baseball Glove	33.3 %		20,0 %							200.0 %			11.1
Football Helmet	100.0 %	100.0 %		0.0 %				25.0 %					9.7
Yoga Mat	0.0 %					100.0 %	33.3 %						7.7
Soccer Ball	0.0 %								100.0 %		0.0 %		7.4
Swim Goggles									25.0 %			33.3 %	6.7
Basketball			0.0 %	50.0 %								100.0 %	6.5
Hockey Stick		33.3 %						33.3 %					5.4
Tennis Racket									50.0 %	20.0 %			5.4
Dumbbells			0.0 %			33.3 %						16.7 %	5.3
Running Shoes					16.7 %				100.0 %				5.1
Ice Skates							66.7 %						4.8
Cycling Helmet				20.0 %			0.0 %				0.0 %		2.9
Climbing Rone Total	18.5 %	7.4 %	6.0 %	7.9 %	4.3 %	8,3 %	50.0 % 10.3 %	8.1 %	15.7 %	5.0 %	0.0%	10.2 %	8.5

Conversion Rate Trends

Track monthly and quarterly conversion rates to understand performance over time and identify underlying patterns. This reveals the true health of our sales funnel.

Seasonal Spikes & Promotions

Pinpoint periods of increased activity driven by festivals, holidays, or marketing campaigns. Leveraging these insights optimizes inventory and promotional strategies

Drop-off Rate Analysis

Analyze user drop-off points from homepage to checkout.

Identifying bottlenecks helps streamline the purchase journey and reduce abandonment rates.



https://github.com/Soumyaditya24/Marketing_Analysis_of_Sports_Equipments

Thank You.