

---

# SARABJEET KOUR

---

7022414352 [kour919993@gmail.com](mailto:kour919993@gmail.com)

[linkedin.com/in/sarabjeet-kour-7a545b1b9](https://www.linkedin.com/in/sarabjeet-kour-7a545b1b9)

---

## PROFESSIONAL SUMMARY

---

- Motivational Team Leader with extensive experience in managing B2B operations team and driving business growth through data-driven strategies.
- Proven success in enhancing client satisfaction, optimizing operational processes, and leveraging analytical tools (Python, SQL, Power BI) to deliver actionable insights.
- Hands-on experience in building and deploying projects such as heart disease analysis or insurance price prediction and performance reporting to derive actionable insights

---

## SKILLS

---

Programming Languages: SQL , Python

Machine Learning

Data Analysis & Visualization: Power BI , Excel

---

## CERTIFICATIONS

---

- **Data Science & AI Certification Course -2024**
- **SQL Programming Fundamentals -2024**

---

## EDUCATION

---

**BE:** Electronics And Communications Engineering, 05/2015

**BPUT** - Odisha

---

## PROJECTS

---

[https://github.com/sarabjeet-kour/Power\\_BI\\_Heart-Disease-Analysis](https://github.com/sarabjeet-kour/Power_BI_Heart-Disease-Analysis)

Developed an interactive Power BI dashboard to analyze and visualize heart disease data, enabling real-time insights into key health metrics such as age, cholesterol levels, and High BP and many more key features. Applied data transformation, DAX calculations, and visualizations.

[https://github.com/sarabjeet-kour/Power-BI\\_-Insurance-Price-prediction-Dashboard](https://github.com/sarabjeet-kour/Power-BI_-Insurance-Price-prediction-Dashboard)

Utilized advanced data analysis techniques, including DAX and data modeling, to identify correlations between factors such as age, smoking habits, BMI, and region, helping stakeholders understand pricing patterns and improve decision-making.

[https://github.com/sarabjeet-kour/ML\\_Project](https://github.com/sarabjeet-kour/ML_Project)

Built a machine learning model to predict whether the shipment will arrive on time or not. Predicting potentially delayed shipments would be a big win so that business can take necessary steps to mitigate the issues.

<https://github.com/sarabjeet-kour/Project3>

Build insurance price prediction model using RF and XGboost. Key features are sex, smoking, region, age, bmi and others.

---

## WORK HISTORY

---

**Team Leader, B2B - Operations**, 06/2023 - Current

**Viocation Tourism Pvt Ltd** – New Delhi

- Led training initiatives for 200+ travel partners, improving product adoption by 30%
- Increased engagement and satisfaction for 100 partners by addressing operational challenges
- Optimized inventory management for 300 SKUs, improving stock availability by 20%
- Created dashboards for 3,000+ partners, accelerating onboarding speed by 30%

**Series Operations**, 04/2022 - 01/2023

**TSI YATRA** – Gurgaon

- Managed end-to-end operations for air series bookings and supplier management, ensuring competitive pricing through market analysis
- Managed approximately 100 plus incoming queries and emails per day from travel partners.

**Team Leader B2B - Operations**, 04/2018 - 04/2022

**VIA.COM – EBIX TRAVELS PVT LTD** – Bangalore

- Handled all B2B queries with a team size of more than 10 teammates, providing real-time support.
- Set performance expectations for the team, monitoring progress towards goals and providing constructive feedback as needed.

---

## ACCOMPLISHMENTS

---

- **Client Onboarding Efficiency:** Increased client onboarding efficiency by **30%** in six months.
- **Team Performance Enhancement:** Boosted team performance by **25%** annually through strategic training.
- **Operational Efficiency Booster:** Enhanced operational efficiency, reducing costs by **15%**.
- **Dashboard Development Success:** Developed dashboards reducing reporting time by **40%**.