

Koushal Chouhan

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Data Analyst

Highly motivated and detail-oriented data analyst seeking a challenging position to utilize my analytical skills and contribute to data-driven decision-making in an organization. Eager to apply my educational background and passion for data analysis to support business objectives and drive meaningful insights.

WORK EXPERIENCE

Customer Care Executive

Teleperformance India. Pvt. Ltd

04/2017 - 07/2018

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Indore

Job Responsibilities

Developing customer relationships and solving customer issues, promoting products and services.

Maintain a log of all customer interactions, transactions, comments, and complaints.

Take care of all orders, forms, applications, and demands.

Reporting to supervisors, and forwarding unresolved queries to specialists.

Collaborated with team members to meet or exceed customer service performance targets.

Transaction Senior Processor

Continuum Global Solutions

09/2018 - 01/2022

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Indore

Job Responsibilities

Analyze voice clippings to determine customer intent and cater to the operational workflow in the quickest possible response time.

Enters caller queries/concerns by inputting alphabetic and numeric information.

Initiate workflow in areas like payments, complaints, changes, and cancellations.

Navigate Through Multiple Computer Applications with Speed and Accuracy.

Analyze financial transactions and customer account data to identify potential cases of fraud or suspicious activity.

Business Development Associate

Byju's The Learning App

01/2022 - 10/2022

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Indore

Job Responsibilities

To connect with potential customers

set up meetings and counsel the students on BYJU'S unique way of learning and assist them to become premium subscribers

Pre-Sales to Post-Sales Service

Developing and executing strategic sales plans.

Data Analyst Intern

Excelerate

07/2023 - 08/2023

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Remote

Achievements/Tasks

Collect and gather data from various sources, which could include databases, spreadsheets, APIs, or web scraping. Ensure that the data is accurate and relevant to the project.

Create data visualizations, such as charts, graphs, and dashboards, to communicate findings effectively to team members or stakeholders.

Prepare reports or presentations summarizing the results of data analysis. These reports may be used for internal decision-making or to communicate findings to clients or management.

Work closely with other team members, such as Data Scientists, Data Engineers, or business stakeholders, to understand project requirements and provide data-driven solutions.

Maintain documentation of data sources, data cleaning processes, analysis methods, and any code or scripts used during the internship.

Senior Associate - Operations

WNS India Pvt Ltd

10/2023 - Present

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Indore

World's No.1 BPM

Achievements/Tasks

Tools like Salesforce are used to interact with customers through live webchats.

SAP for billing energy usage

AWB to check past account history

Excel and PowerBI for monthly report sharing

TECHNICAL AND SOFT SKILLS

Python

SQL

Data Analytics

Data Visualization with Power BI & Tableau

Microsoft Office (Word & PowerPoint, Excel)

Communication Skills

Attention to detail

Problem-Solving

Team Collaboration

PROJECTS - POWERBI DASHBOARD

Global Superstore Analysis

Tesla Stock Price Analysis

Super Store Sales Analysis

Downfall of Adani Enterprises Analysis

AD CAMPAIGN ANALYSIS

CERTIFICATIONS

Introduction to Data Analytics by Simplilearn in 2021 Certificate code: 2560784

Business Analytics with Excel by Simplilearn in 2021 Certificate code: 2630014

Power BI by Simplilearn in 2022 Certificate code: 3212897

Programming Basics and Data Analytics with Python by Simplilearn in 2022
Certificate code: 3220136

Certified in Tableau by Simplilearn in 2022 certification code: 3838425

LANGUAGES

Hindi

Native or Bilingual Proficiency

English

Full Professional Proficiency

EDUCATION

Bachelor of Engineering

Patel College of Science & Technology

09/2014 - 12/2019

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